



Operations Support Coordinator (Hamilton)

Position Description

Te Pou is the national centre of workforce development for the New Zealand mental health, addiction, and disability sectors.

We support organisations to implement policy, plan and develop their workforce with practical resources, consultation, and education. We use a sound evidence base that builds better services to improve people's lives.

Te Pou is part of the Wise Group, a family of peak performing charitable entities working in areas from frontline service to software development.

Te Pou recognises the importance of whānau, hapū and iwi within Aotearoa. Our goal is to establish high trust collaborative relationships with Māori and to align our services to consider and reflect Māori aspirations and equity within our work.

Our work is internationally recognised and focused on supporting and growing workforce capability and capacity. With NZQA certification via Blueprint for Learning, we are also focused on providing quality evidence-based education and training to the wider community.

Purpose

To provide exceptional operational, planning and processes support to colleagues and contractors within Te Pou and Blueprint for Learning. This will be achieved through coordination and implementation of business operational support procedures to enable successful implementation for the organisational workplan.

There is also a strong focus required to work and communicate effectively with co-workers and colleagues in other Wise Group entities.

Focus

The role will focus on the following areas:

To provide efficient operational support across Te Pou

- Locate, organise, enhance, and share relevant information and resources to support decision making and effective service delivery to colleagues and contractors within Te Pou and Blueprint.
- Complete tasks in a manner consistent with the values of Te Pou.
- Perform tasks using a variety of tools to provide a smooth operational support of Te Pou, including, but not limited to:
 - Travel coordination
 - Data entry
 - Word processing
 - Document formatting

- Presentation preparation and coordination
- Information management
- Technology support across a wide variety of platforms

Facilities and Event Management

- Assist with aspects of facilities and local event management such as registrations, room setup and support for facilitators, as required.
- Code and process supplier invoices and/or purchase orders to enable accurate and timely payments for goods and services.
- Ordering of stationery and other locality resources i.e.: tea, coffee, sugar, milk & tea towels etc.
- Health & Safety and Wellbeing.
- Front of House/Reception cover, when required. Meeting of guests to the office.
- Ordering of catering and hospitality for in-house meetings.
- IS related issues to be trouble-shoot onsite, or logged with the IS department, as required.
- Working alongside the local 'Connectors' team to support local events.
- Contractor/Supplier liaison – cleaning company, plant care, document destruction bin etc.
- Refurbishment & Maintenance (R&M) – building related and photocopier related.
- Service checks i.e.: aircon, vehicles etc.
- CoViD-19 liaison for all communications to the local office.

Provide outstanding customer service

- Provide effective customer service and ongoing liaison and exchange of information with people and service providers as appropriate, internally, externally and within the Wise Group.
- Communicate effectively, both verbally and in writing to provide information and support clearly, accurately, and concisely.
- Develop and maintain accurate files, hard & soft copies, records, and information to accepted quality standards in line with Te Pou and Wise Group communication guidelines.
- General trouble shooting and liaising with staff regarding business systems and processes such as resolution of technology issues etc.

Continuously seek new and improved ways of doing things

- Proactively identify system and process improvement opportunities and take appropriate steps to introduce and embed more efficient and effective systems and processes.
- Work collaboratively and cooperatively to maintain and enhance business systems and service delivery practices.
- Individual professional and personal development that supports the values, attitudes, and Essential level of the Seven Real Skills of *Let's get real*.
- Utilise the Ngā Pou Tāhuhu framework for Te Pou, to plan and implement work

Attributes

Inspirational:	inspiring others to be their best
Brave:	the courage to meet challenges in pursuit of a better world
Adaptive:	ability to change to suit different conditions
Connectors:	connecting people and ideas for creative outcomes

Futured:	foresightful, forward-looking and prescient
Ethical:	ethics before ego
Aroha:	love, caring, compassion and empathy for others
Whānau:	nurturing a family-like culture

Requirements

Essential

- 3 years' experience working in a similar role – 5 years preferred.
- Responds flexibly and supportively to requests for assistance based on agreed business objectives.
- Excellent communication skills, both verbal and written.
- Excellent information technology skills, and experience using Microsoft Office 365, Zoom and other software packages as required.
- Keen attention to detail.
- Ability to assess and balance the needs and expectations of diverse stakeholders.
- Participate and collaborate as a member of the team.
- Commitment to personally apply the principles of the Treaty of Waitangi in the work you do.
- Use inclusive and culturally relevant practices in your work.
- Embrace diversity and demonstrate inclusive behaviours.
- Use sound ethical processes with a customer service approach.
- Reflects the Essential level of *Let's get real* across the seven Real Skills in work practices.
- Display a passion for working with the sector to improve quality of life outcomes for people using mental health, addiction, and disability services.

Preferred

- An understanding of mental health, addiction, and disability services.
- Cultural support and knowledge of Mātauranga Māori, Te Reo and Tikanga Māori – as relevant.