

POSITION DESCRIPTION

Position Title:	Business Support Coordinator	Date: July 2022
Location:	Christchurch Science Centre	
Group:	He Pūtaiao He Tāngata, Māori Impact Group	
Reports to:	General Manager – Māori Impact	

ABOUT ESR

The Institute of Environmental Science and Research (ESR) is a Crown Research Institute, working with and for clients, Māori and stakeholders to deliver enhanced scientific research services for the economic, environmental and social wellbeing of New Zealand.

ESR is undertaking a programme of transformation to achieve greater impact from our science and research. We are refreshing our way of working to deliver better science, research and mātauranga Māori-based solutions across our organisation.

As well as increasing our research and science to benefit whanau, hapū and iwi in environmental areas, we are developing kaupapa Māori research as part of delivery. As part of our commitment to Te Tiriti o Waitangi our focus is on lifting and leveraging our collective impact with, and for, Māori communities. We are investing in deeper, more strategic research with Māori communities across the motu for better health and environmental outcomes.

It's our science that helps safeguard people's health, protect food-based economies, improve the safety of freshwater and groundwater resources and contributes expert forensic science to justice systems. Our world class knowledge, research and laboratory services help our partners and clients solve complex problems and protect people in Aotearoa New Zealand and around the world.

Our Purpose

To deliver enhanced knowledge based expertise and solutions to the environmental, public health, food safety, security and justice systems and to contribute to the economic, environmental and social well-being of people and communities.

Our Mission

Keeping communities safe, healthy and prosperous through smart and sustainable science.

Our Vision

ESR is a world leader in knowledge that keeps people safe, healthy and prosperous. Our customers regard us as a critical partner for their work and we are known for our service ethic. They seek us out for our innovative and high quality knowledge solutions and leading edge research. We are a magnet for talented people.

Our Values

- **Our team spirit** (*Mahi Tahi*) *Great people working together as one team*
- **Our quality counts** (*Mahi rangatira*) *Standing out through our excellence and world class expertise*
- **We do the right thing** (*Mahi pono*) *Upholding integrity and independence no matter what*
- **We push boundaries** (*Mahi auaha*) *Meeting challenges with fresh thinking and creative approaches*

POSITION PURPOSE

Reporting to the General Manager Māori Impact, the Business Support Coordinator provides administrative and operational support to the General Manager and the wider He Pūtaiao, He Tāngata, Māori Impact Group as required.

The Business Support Coordinator ensures the Group runs efficiently and that senior management time is utilised as effectively as possible.

The position is responsible for:

- Developing systems to ensure efficient and effective management of work, correspondence and engagements for the General Manager, and across the Group.
- Establishing, managing and monitoring priorities relating to meetings and appointments.
- Dealing sensitively and confidentially with all information.
- Managing, referencing and filing information and records efficiently, both electronically and paper based, for easy access.

A level of initiative and flexibility appropriate to the nature of the role is required, and as such the contents of this position description are not intended to be an exhaustive list of requirements.

AREAS OF RESPONSIBILITY

ACCOUNTABILITIES	DELIVERABLES
<p>Provide executive assistance to the General Manager and other senior managers within the Group as required</p>	<ul style="list-style-type: none"> • Organise all logistics for meetings, seminars or conferences as required by the General Manager. Supporting these events by preparing agendas, taking minutes, distributing and proactively following up on actions as required. • Manage and coordinate the General Manager's time and diary, and extending this support to other managers within the Group as required. This includes working proactively to ensure senior management time is used efficiently, booking travel and accommodation as required. • Manage and co-ordinate the records and files of the GM. This includes developing appropriate electronic and hard copy filing systems and preparing or presenting information as required. • Provide administrative and document preparation services. This includes drafting or typing documents, letters, reports, PowerPoint presentations and other materials, providing these pro-actively to appropriate parties and always handling confidential information appropriately. • Manage, support and administer project management processes as required for the Group to ensure compliance with ESR's project management methodology. • Provide reception services for the General Manager and other managers as required including answering telephones, taking messages, screening calls, greeting and providing refreshments to visitors. • Engage effectively with peers in stakeholder and government agencies to facilitate senior leader engagement and access. • Provide support to the Executive Assistant to the Chief Executive when required, including support to Board meetings.
<p>Administer and support the management of the General Manager's budget in line with ESR's delegations</p>	<ul style="list-style-type: none"> • Support the management of the General Manager's budget in accordance with delegations, ensuring that invoices are appropriately coded and processed and alerting the GM to any issues or irregularities promptly. • Coordinate the approval and signing of the GM's direct reports P cards and expenses and liaising with other support staff to ensure that it is timely and accurate.

	<ul style="list-style-type: none"> • Manage and support procurement processes for the GM and their business group to ensure compliance with ESR procurement policies – this includes coordination of the process and completion of the paperwork for new vendors and contract extensions.
Māori Perspective	<ul style="list-style-type: none"> • Plan and conduct work in a way that reflects Māori values • Have knowledge and experience of issues that impact on Māori • Have an understanding of the Treaty of Waitangi.
Information Management	<ul style="list-style-type: none"> • Manage any information created or received in the course of ESR business in accordance with ESR’s Information Management and Recordkeeping Policies, procedures and any relevant legislation.
Health & Safety	<ul style="list-style-type: none"> • Take reasonable care that one’s acts or omissions do not adversely affect the health and safety of oneself or others. • Be familiar with, comply and follow any reasonable instruction relating to ESR’s Health & Safety policies, procedures and any relevant legislation and regulations. • Actively participate in ESR Health & Safety processes and activities including, but not limited to, induction, training, risk management & reporting. • Follow the relevant responsibilities as detailed in the Appendix of ESR’s Health and Safety Policy.

KEY WORKING RELATIONSHIPS

Internal:

- Group General Manager
- Other managers within the Group
- SLT members
- Chief Executive (CE) and CE EA
- ESR Board members
- People and Communications
- Finance
- ESR managers and staff

External:

- Kaupapa Māori groups and communities
- Suppliers
- Government Agencies
- Key Stakeholders

DELEGATED AUTHORITY

As per delegated authorities policy

ESSENTIAL EXPERIENCE AND TECHNICAL SKILLS

Educational Requirements:	<ul style="list-style-type: none"> • Tertiary qualification in Business, Administration, another relevant field, or equivalent work experience.
Knowledge and experience:	<ul style="list-style-type: none"> • Previous experience delivering effective administrative and business support experience. • Experience and confidence working in a kaupapa Maori setting • Proficiency in te reo Maori is essential. • High level of proficiency with Microsoft packages especially Outlook, Word, Excel and PowerPoint, and the ability to learn and use other software products as required. • Sound keyboard skills with demonstrated ability in document formatting and proofing. • Demonstrated ability to express thoughts, information and ideas in a clear, concise, accurate and coherent way using an appropriate manner for the audience, verbally and in writing.

	<ul style="list-style-type: none"> • Able to demonstrate an ability to plan and organise to achieve work programmes, meet deadlines and achieve quality standards, and manage conflicting deadlines and requirements for self and others. • Demonstrated ability to develop effective relationships and build high levels of credibility with senior leaders. • Honesty, integrity and the ability to keep sensitive information confidential.
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BEHAVIOURAL COMPETENCIES

BEHAVIOURAL COMPETENCY	FOCUS AREAS – All other staff
Communication (Organisational and Client)	<ul style="list-style-type: none"> • Communicates appropriately, openly and effectively.
Delivering a Continually improving Service	<ul style="list-style-type: none"> • Looks to contribute to new ways of working to continually improve the service.
Delivering the Service	<ul style="list-style-type: none"> • Takes a methodical approach to work, prioritises tasks effectively, and consistently meets deadlines in order to provide an excellent service.
Innovation	<ul style="list-style-type: none"> • Has the ability to develop new methods and introduce new ideas. • Uses originality of thought and imagination.
Leading Managing & Implementing Change	<ul style="list-style-type: none"> • Demonstrates a positive attitude to change and contributes to new ideas and improved ways of working.
Providing Excellent Customer Service	<ul style="list-style-type: none"> • Maintains a professional approach and presents a positive image to internal and external people when representing self and ESR • Makes every effort to ensure the experience clients have of ESR is positive and productive.
Professional/Technical knowledge	<ul style="list-style-type: none"> • Possesses credible technical knowledge and expertise relevant to the role, keeps this up to date and can apply and transfer this to the work programme and others.
Working in Partnership	<ul style="list-style-type: none"> • Works well with colleagues inside and outside the team. • Looks beyond boundaries of own job to support others, sharing knowledge and contributing to a positive team spirit.

This position description is subject to review from time to time