

## Team Co-ordinator

<b>Reports To:</b>	General Manager, Stakeholders & Communications and General Manager Strategy & Insight
<b>Location:</b>	Wellington
<b>Direct Reports:</b>	Nil
<b>Tenure</b>	Permanent Full-Time
<b>Last reviewed</b>	November 2016

## Organisational Statement

Education New Zealand's purpose is to take New Zealand's education experiences to the world for enduring economic, social and cultural benefits.

Education New Zealand (ENZ) aims to help our industry achieve growth through our research and marketing programmes, collaboration with our international education partners, our involvement in student recruitment and business development initiatives.

## Groups Purpose

The purpose of the Stakeholders and Communications Group is to:

- Develop and deliver key advice and support to our Minister and government agencies and leads and drive the interagency work programme focused on policy development and alignment to support the NZ international education industry.
- Be responsible for developing ideas and influencing key policy settings across relevant NZ Inc agencies as well as leveraging these relationships for the benefit of ENZ and the NZ international education industry.
- Manage the communications function for ENZ and relationships with our government customers (our Minister and other government agencies).
- Lead and drive the communication strategy for ENZ including the "Telling the Story" initiatives.
- Deliver all accountability documents and to ensure ENZ meets its accountability obligations.
- Contribute to the support and management of the ENZ Board.

The purpose of the Strategy and Insight Group is to:

- Identify, lead and coordinate strategic thinking and priority projects and initiatives for ENZ and for New Zealand's international education industry.
- Implement major new initiatives across the organisation, bringing together talent from across the organisation to ensure project delivery makes maximum use of organisation-wide knowledge. Identify strategic partners for the organisation and determine how we can leverage relationships with them to maximise returns.
- Manage ENZ's intelligence function, ensuring an organisation-wide approach. The Intelligence Team, which forms parts of this Group, understands the information needs of our key stakeholders, monitors existing information sources, identifies ways of applying these to ENZ and its customers' needs and sources additional intelligence where this will add value to the development of the New Zealand international education industry.



## Role Purpose

The Team Coordinator is responsible for providing support to the General Manager, Stakeholders and Communications and the General Manager, Strategy and Insight. In addition they will support the delivery and co-ordination of activities across both of these teams by:

- Providing support to the General Manager, Stakeholders and Communications and the General Manager, Strategy and Insight including drafting of correspondence, presentations and other tasks; and
- Being the first point of contact for general and ad-hoc enquiries and requests and liaising with individuals across the two teams to ensure these are completed within set timeframes.

## Relationship Management

<b>Internal</b>	<ul style="list-style-type: none"> <li>• The General Manager, Stakeholders and Communications and the General Manager Strategy and Insight</li> <li>• Work collaboratively with the Stakeholders and Communications and the Strategy and Insight staff</li> <li>• Work closely and liaise with other Managers across ENZ</li> <li>• Liaise with and maintain effective working relationships with all employees across ENZ</li> <li>• Finance team and Team Co-ordinators across the business.</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• New Zealand government agencies</li> <li>• Education providers</li> <li>• Crown monitoring agencies</li> <li>• Other stakeholders</li> </ul>

## Key Accountabilities for this position

<b>GM Support</b>	<ul style="list-style-type: none"> <li>• Provide support to the two General Managers eg. travel, diary management, drafting correspondence, preparing presentations, collating papers for meetings etc.</li> <li>• Organise team meetings and ensure rooms are booked and papers are distributed as required; follow up on action items.</li> <li>• Undertake specific projects.</li> </ul>
<b>Team Support</b>	<ul style="list-style-type: none"> <li>• Provide administrative assistance required by the team</li> <li>• Manage the teams' domestic and international travel requests including logistical arrangements e.g. accommodation and visa requirements</li> <li>• Prepare, compile and format PowerPoint and other presentation materials</li> <li>• Prepare and format draft reports for the teams eg. snapshot, dashboard reports for the Intelligence team etc</li> <li>• Drive process improvement as it relates to administrative processes</li> <li>• Arrange and organise functions, meetings, workshops, participate in planning meetings and other events (internal and external) as required.</li> </ul>





	<ul style="list-style-type: none"> <li>• Liaise with Finance and co-ordinate appropriate financial approval and or signoff for invoices and coding within agreed timeframes.</li> </ul>
<b>Team Collaboration</b>	<ul style="list-style-type: none"> <li>• Continually think about ways to improve communications and efficiencies within the two teams and with other parts of the organisation</li> <li>• Help organise team training and social events</li> <li>• Connect with International peers and be proactive in ensuring the two teams are providing appropriate levels of support</li> </ul>
<b>Professional Behaviour</b>	<ul style="list-style-type: none"> <li>• Work collaboratively as part of ENZ. This requires the incumbent to be decisive, take initiative and explore options but to also accept collective responsibility for decisions made</li> <li>• Lead and model the ENZ “Ways of Working” (WOW) with the rest of the organisation</li> <li>• Promote the purpose, WOWs, beliefs of ENZ including good employer principles and practices and high standards of integrity, trust and behaviour in all operations of the business</li> <li>• Creates and maintains corporate information to high standards to ensure ENZ can meet reporting obligations.</li> </ul>
<b>Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Take reasonable care for his or her own health and safety</li> <li>• Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people</li> <li>• Comply, so far as reasonably able, with any reasonable instruction that is given to them by ENZ to allow ENZ to comply with the law</li> <li>• Cooperate with any reasonable policy or procedure of ENZ relating to health or safety at the workplace that has been notified to staff.</li> </ul>




### To be successful in this position

For this position ENZ will recruit talented people who can demonstrate they have the following attributes:

- Relevant tertiary qualification and or previous experience working in a coordination role or similar.
- Minimum of 2-3 years' experience in a co-ordinator role.
- Experience in administration, team support or as an executive assistant to a management position
- Well-developed planning and organisational skills, including ability to prioritise tasks effectively and work under pressure
- Understanding of the workings of the New Zealand government and political environment
- Proficient in Microsoft Office suite including Word, Excel and PowerPoint
- Excellent interpersonal and relationship management skills with a collaborative style of engagement in a team environment
- Good communication skills, both oral and written
- Ability to demonstrate good attention to detail and accuracy
- A demonstrated commitment to the provision of quality services and meeting customer needs
- Self-motivated, self-aware and focus on self-improvement
- A flexible and creative approach to problem solving, good judgement and a proactive, positive “can do” attitude.



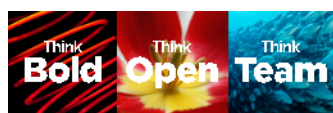
## Our Ways of Working

	<p>Be rich in ideas and confident in the team's ability to turn them in to realities. Be courageous. Constantly challenge what's gone before and help shape what's coming.</p>
	<p>Get involved. Be inclusive. Respect opinions, relish feedback. Listen, really listen. Discuss. Understand. Refine. You are restricted by the limitations of what you know. But, with an open mind, those restrictions disappear.</p>
	<p>Know that we are amongst the most knowledgeable, passionate and innovative people in our industry. Each of us is talented. But together, we are world class. It's through our individual actions that we'll find success together.</p>

## Role Specific Competencies

The Team Coordinator should demonstrate the following competencies:

<p><b>Business Acumen</b> Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her business and organization.</p>
<p><b>Cross-Cultural Agility</b> Is not afraid of committing to a course of action to get started; has the courage of his/her convictions; understands the need for flexibility; is willing to start something and make adjustments along the way; is not afraid to try something never done before.</p>
<p><b>Customer Focus</b> Is dedicated to meeting the expectations and requirements of internal and external customers; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.</p>
<p><b>Global Business Knowledge</b> Understands global differences in customers; is learning agile; understands that different approaches work in different places.</p>
<p><b>Innovation Management</b> Has good judgement about which creative ideas and suggestions will work; has a sense about managing the creative process of others; can facilitate effective brainstorming.</p>
<p><b>Integrity and Trust</b> Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.</p>





### **Motivating Others**

Creates a climate in which people want to do their best; makes each individual feel his/her work is important; is someone people like working for and with.

### **Peer Relationships**

Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.

