

## Team Coordinator

This position description is designed to give an overview of the type of work and performance required for this role and may include other duties as required.

### Who we are as an organisation and what we are about

Everything we do is related towards the achievement of our **outcome** - 'safe and secure skies to help New Zealand fly'. Our success in this is simple: we will have the following **impacts**:

**Being safe** – fewer people die or sustain injury while participating in the aviation system.

**Feeling safe** – people's choice to participate in the aviation system is not limited by perception of unsafe practices.

Our **objectives** are:

**Improved sector safety performance** – we target areas of risk within the aviation system, and work to diminish these risks, improving the overall performance of the system.

**Effective and efficient security services** – we continue to effectively identify and mitigate security threats, while making sure passengers and goods can travel smoothly.

**A vibrant aviation system** is one that makes a strong contribution to the wellbeing of New Zealanders, through enabling quality of life, and supporting a strong economy.

### Scope

<b>Reports to:</b>	<b>Chief Information Officer</b>
<b>Group:</b>	<b>Organisation Development and Support</b>
<b>Location:</b>	<b>National Office, Wellington</b>

### Role Overview

The Team Coordinator provides a range of coordination and support services and functions to the Chief Information Officer and the Information and Technology Leadership team for the wide portfolio of initiatives, programmes and professional information and technology services led, managed and supported by the group.

They provide basic project and change management support, facilitating the timely delivery of project outcomes.

### Core Competencies

<p><b>Collaborates</b> – Building the partnerships and working collaboratively with others to meet shared objectives</p>	<ul style="list-style-type: none"> <li>• Works cooperatively with others across the organisation to achieve shared objectives</li> <li>• Represents own interests while being fair to others and their areas</li> <li>• Partners with others to get work done</li> <li>• Credits others for their contributions and accomplishments</li> <li>• Gains trust and support of others</li> </ul>
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<p><b>Communicates Effectively -</b> Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences</p>	<ul style="list-style-type: none"> <li>• Is effective in a variety of communication settings: one-on-one, small and large groups, or among diverse styles and position levels</li> <li>• Attentively listens to others</li> <li>• Adjusts to fit the audience and the message</li> <li>• Provides timely and helpful information to others across the organisation</li> <li>• Encourages the open expression of diverse ideas and opinions</li> </ul>
<p><b>Customer Focus -</b> Building strong customer relationships and delivering customer centric solutions</p>	<ul style="list-style-type: none"> <li>• Gains insight into customer needs</li> <li>• Identifies opportunities that benefit the customer</li> <li>• Builds and delivers solutions that meet customer expectations</li> <li>• Establishes and maintains effective customer relationships</li> </ul>
<p><b>Plans and Aligns –</b> Planning and prioritising work to meet commitments aligned with organisational goals</p>	<ul style="list-style-type: none"> <li>• Sets objectives to align with broader organisational goals</li> <li>• Breaks down objectives into appropriate initiatives and actions</li> <li>• Stages activities with relevant milestones and schedules</li> <li>• Anticipates and adjusts effective contingency plans</li> </ul>
<p><b>Situational Adaptability -</b> Adapting approach and demeanour in real time to match the shifting demands of different situations</p>	<ul style="list-style-type: none"> <li>• Picks up on situation cues and adjusts in the moment</li> <li>• Readily adapts personal, interpersonal, and leadership behaviour</li> <li>• Understands that different situations may call for different approaches</li> <li>• Can act differently depending on the circumstances</li> </ul>
<p><b>Optimises Work Processes –</b> Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement</p>	<ul style="list-style-type: none"> <li>• Identifies and creates the processes necessary to get work done</li> <li>• Separates and combines activities into efficient workflow</li> <li>• Designs processes and procedures that allow managing from a distance</li> <li>• Seeks ways to improve processes, from small tweaks to complete reengineering</li> </ul>

### Core Responsibilities

- Support the Chief Digital Officer and the Information and Technology management team by:
  - maintaining oversight of their schedules.
  - keeping them informed of commitments/deadlines and highlight conflicts and potential risks as a result of shifting priorities.
  - coordinating and arranging all aspects of Information and Technology management team meetings including the provision of agendas, meeting papers and minute taking.
  - preparing documents, minutes, reports and presentations for Information and Technology management team.
  - carrying out background research as required.
  - Assisting with financial administration, e.g. invoice approval, Mastercard reconciliation.
- Provide planning, coordination, and project management support for small Information and Technology projects by:
  - Coordinating project activities, ensuring plans are in place, are followed and deliverables are being achieved.

- Coordinating Information and Technology project reporting. Ensuring project status reports are completed on time and relevant to keep stakeholders informed of project status and any related issues or risks.
- Ensuring stakeholders (internal and external) are engaged and their deliverables are provided in accordance with proposed project plans.
- Coordinate information and technology change management, assisting the completion of change documentation, facilitation of the change board, and communication of change approval outcomes.
- Research and develop tools and systems for efficient work tracking, change management, risk management and project management for the Information and Technology unit. Maintain and update these systems with the progress and produce regular reports on the groups work programme.
- Actively seek opportunities to improve efficiency and quality control across Information and Technology functions and activities.
- Act as a customer contact point, receiving and handling requests for support.
- Assist with team communications, including outage notifications, informational communications and maintain the Information and Technology unit Te Kūaha site. Includes creation of support documentation and user guides.
- Assist with routine day-to-day communication between the Authority and information and technology suppliers.
- Carry out work and conduct interpersonal relationships in a way that supports the Authority's commitment to the principles of EEO and the Treaty of Waitangi.
- Contribute to, maintain knowledge of, and practices Health and Safety processes and initiatives.

### Outcomes

- The activities of the management team are supported. Their time is well managed, and they maintain awareness for shifting or upcoming priorities and deadlines.
- Basic financial management tasks for Information and Technology cost centres are completed accurately and on time.
- Information and Technology meetings and events are well planned and executed, making the most of time and resources invested.
- Small information and technology projects are planned and executed, with regular reporting, managed risk and timely delivery of outputs.
- Team customer service standards are upheld and supported with timely and helpful communications and guidance.
- The way we work is continually improved, increasing our effectiveness and value to the Authority.
- The Authority is a safe workplace and meets legislative standards.

### Skills and Experience to be Successful

- Intermediate level of computer skills with proficiency in MS Office suite (Word, Excel, Visio, PowerPoint and Outlook).
- 1-2 years' experience in an administrative support role including experience in diary management, document and report preparation, data entry, financial administration and the use of electronic information management systems.
- Some project support experience is advantageous.
- Excellent attention to detail, organisation skills and time management desirable.
- Demonstrated ability to handle confidential and sensitive information with discretion.
- Well-developed interpersonal skills, the ability to effectively communicate with a wide range of internal and external stakeholders in a confident and positive customer focused manner.
- Highly motivated with the ability to work with minimal supervision and the flexibility to handle change and re-prioritise work.