

Position Description

Position details

Position title	Business Support Co-ordinator – Otago/Southland Region
Business group	Sector Enablement and Support
Salary band	A5
Location	Invercargill
Reports to	Business Support Manager
Direct reports	Nil

Organisation Context

Our Purpose	<p>We work together to shape an education system that delivers excellent and equitable outcomes.</p> <p>Ko tā mātou he waihanga i tētahi pūnaha mātauranga e tuku ai he otinga tōkeke, he otinga hiranga</p>
Our Behaviours	<ul style="list-style-type: none"> We get the job done ka oti i a mātou ngā mahi We are respectful, we listen, we learn He rōpū manaaki, he rōpū whakarongo, he rōpū ako mātou We back ourselves and others to win Ka manawanui ki a mātou me ētahi ake kia wikitoria We work together for maximum impact Ka mahi ngātahi mo te tūkinga nui tonu Great results are our bottom line Ko ngā huanga tino pai a mātou whīnga mutunga
Our core organisational success factors	<ul style="list-style-type: none"> Cultivating a customer focused culture Building a high performance culture Building strategic business alliances Creating alignment and accountability

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Role Context

<p>Role Purpose</p>	<p>The primary purpose of this role is to work with the Business Support Manager to manage the business support services in the Otago/Southland region.</p> <p>This role requires advanced operational skills, experience, judgement and discretion. The role operates as a business support expert and leader of the Business Support team. This is a diverse role which requires the ability to lead, problem solve, advise, train team members, analyse processes and systems and make recommendations.</p>
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Accountabilities

Key accountabilities	Key activities
Staff and Business Partner Relationships	<ul style="list-style-type: none"> • Maintain and strengthen staff and business partner relationships • Primary contact for managers, business partners, and staff
Business Support	<ul style="list-style-type: none"> • Ensure all queries and issues are resolved promptly and effectively. • Oversee and resolve requirements for facility maintenance, fleet operations, accommodation changes, and office security. • Prioritise and allocate work tasks to Business Support staff and ensure staff absenteeism is covered. • Track, anticipate and respond to emerging issues that pose potential risk, advising on priorities and focusing effort where it has the most impact • Lead projects, advise on the design and implementation of projects and initiatives
System and process improvement	<ul style="list-style-type: none"> • Proactively review processes and systems, identify and implement improvements
Developing the capability and effectiveness of the BS Team	<ul style="list-style-type: none"> • Assist the Manager to develop the capability of the BS team support with training and coaching

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Position specific competencies

Behavioural expectations of all people linked closely to our mission and behaviours and Code of Conduct. To be successful in your role, you'll need to display the behaviours and attitudes that are described in our competency framework.

Capability	Level	Expectation
Results Orientation	2	Jobholders at this level organise their own tasks and activities <u>and</u> organise those of others to meet deadlines, peak periods and unexpected situations within available resources. This requires taking a systematic approach to prioritising and organising beyond the day to day. This may include projects of a short-term nature or limited focus. (<i>prioritising and scheduling to complete activities and/or co-ordinate others/resources</i>)
Problem Solving & Strategic Thinking	3	Jobholders at this level analyse a range of problems by identifying and locating information and applying further analysis, investigation or synthesis. They take into account the environment in which the Ministry operates and apply that understanding in their work area. Decisions made will require interpretation and reorganisation of information.
Relationship Management	3	Jobholders at this level build and maintain relationships, delivering high level and proactive service to clients, particularly where they are required to deal effectively with inherently difficult client relationships. (<i>building, maintaining, personal accountability, being the "face of the Ministry"</i>)
Developing Performance	2	Jobholders at this level either take formal responsibility for the coaching and development of colleagues, or take formal responsibility for assigning and monitoring the work of colleagues.
Teamwork & Team Leadership	2	Jobholders at this level are required to build co-operative relationships and participate willingly in team activities. They take occasional responsibility for leading a team, which includes effective interaction and consultation with other team members to achieve team outcomes.
Communications	2	Jobholders at this level interpret information, combine and structure it in ways meaningful to the recipient, including listening, paraphrasing, drafting, editing, and summarising. They are able to communicate technical information in an easy-to-understand manner and draft complex documents.
Knowledge Base	3	Jobholders at this level require substantial practical knowledge, experience and skills, involving the understanding and application of complex tasks of a technical, administrative or specialist nature in an independent manner.

Tātai Pou

Demonstration of Tātai Pou Competencies

- Pou Hono – Valuing Māori – Makes a clear and compelling argument as to why equitable outcomes for Māori learners are critically important
- Pou Mana – Knowledge of Māori content – Applies the Treaty of Waitangi policy, uses Te Reo Māori and engages with Tikanga Māori

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Key working relationships

Internal	Type of relationship
<ul style="list-style-type: none"> Business Support Manager Managers across the region National and regional Business Support teams IT Service Desk National office Business Services team HR 	<p>Direct Report</p> <p>Key contact, service provider and adviser to all other internal contacts.</p>

External	Type of relationship
<ul style="list-style-type: none"> Colliers Landlord Suppliers Fleetwise Office Max 	<p>Key contact, adviser, and customer</p>

Technical and specialist capabilities

Qualifications / Skills / Experience / Knowledge	
Essential	<ul style="list-style-type: none"> Strong relationship management skills Demonstrated business administration and workload management skills and experience (min 5 years) Self-directed with strong action orientation and initiative, balanced with the ability to work within the ministry's structure, policies and priorities. Ability to design new ways of doing things. Excellent oral and written communication skills. Demonstrated project management skills. Conflict resolution, negotiation and consensus management skills
Desired	<ul style="list-style-type: none"> Business analysis experience. Relevant tertiary business administration or process improvement qualification

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Expertise	Office administration processes, workload management, problem solving and issues resolution.
Knowledge and skills	<ul style="list-style-type: none"> • Business administration and workload management skills and experience (min 5 yrs) • Experience working in public sector or in highly structured and regulated environment • Understands and is able to demonstrate experience with delivering equitable outcomes • Understanding of the Ministry's obligation under the Treaty of Waitangi
Personal attributes	<ul style="list-style-type: none"> • Open and able to adapt to new ideas and new ways of working. • Ability to be part of a team as well as lead the team • High level of judgement, objectivity and integrity

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Financial Delegation	Nil
People Delegation	Nil
Health, Safety and Wellbeing	<p>I am responsible for:</p> <ul style="list-style-type: none"> • My own health and safety and that of my colleagues. • Reporting of all incidents and near misses.
This position has the following specific requirements	N/A

Working conditions

Physical environment	Office Accommodation – Open Plan
Travel requirements	Minimal. May require travel to other sites within the region

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PC Office use	
Approved by	
Date reviewed & approved	