



Ngākau aroha Have heart

Kotahitanga Better together

Kia māia Be brave

Mahia Nail it

## Position Description

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<b>Title:</b>	Business Support Coordinator
<b>Group:</b>	Transport Services
<b>Reports to:</b>	Business Support Manager
<b>Band:</b>	13
<b>Date:</b>	March 2022

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### Context

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#### Our purpose

#### ***Waka Kotahi. Moving. Together***

A land transport system connecting people, products and places for the thriving Aotearoa.

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#### Group and team purpose

Transport Services is an end-to-end business group that focuses on our transport system – from policy and planning, through design and delivery, to maintenance and operations. We have some of the most capable and motivated people in the industry providing a transport system that enhances the way New Zealanders live, travel work and connect.

Auckland Transport Operations Centre (ATOC) is all about enabling customers in real time to make smarter, safer, and more reliable journeys. In the world of planned and unplanned events, we need to mitigate the impact of these events on customer journeys across ATOCs area of operation. This role will support a unique business operating as a joint venture between the Auckland Transport and Waka Kotahi New Zealand Transport Agency.

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#### Position purpose

The purpose of this role is to provide timely and effective business support services to the business unit. The Business Support Coordinator will also need to work closely with, and act as back up to other members of the Business Support team and wider Auckland Transport Operation Centre (ATOC) business teams.

This is a diverse role, which supports a unique business operating as a joint venture between Waka Kotahi NZ Transport Agency and Auckland Transport (AT). This involves agreeing the principles, processes and procedures that apply with the two Agencies and understanding which is appropriate for use in any given situation. The ability to influence positive outcomes across parent agencies and partners is key to success in this role. As is the ability to perform a broad range of co-ordination and administrative functions; exercising judgement as to how projects/tasks are performed and scheduled.

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#### Key relationships

Internal:

- Group Manager ATOC, Senior Managers and staff
  - Business Support staff from ATOC and other business units within Waka Kotahi
  - Joint Management Board
  - Property Team
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- Fleet Services
  - Finance
  - TOC technology
  - All other business groups

External:

- Auckland Transport
- Suppliers
- Landlord
- Police and other key stakeholders

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**Dimensions**

**Location:** Auckland Transport Operations Centre, Auckland

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## What the position involves

### Accountabilities

As well as being accountable for the Waka Kotahi values and behaviours, your role has the following specific key accountabilities:

#### ATOC Staff

- Process inductions, onboarding and exiting arrangements for staff or others based at ATOC
- Identify ongoing process improvements for onboarding and exiting arrangements and work with Technology teams where appropriate
- Updating staff records management

#### Business Unit Administration

- Manage project work/tasks as directed by the Business Support Manager
- Arrange travel and accommodation bookings for staff when required
- Manage records for business support and the ATOC centre, including managing and updating processes where required
- Undertake purchasing and management of office equipment, furniture and supplies including stationary and other consumables
- Work with our Technology and Property teams to improve procurement and asset management for ATOC
- Undertake general administrative tasks such as processing mail/courier requests, responding to incoming phone calls, management of common meeting rooms, utility areas and outside meeting requests
- Staff the reception area, greeting all visitors and clients and answers enquiries or refers them on
- Management of common assets such as pool cars, photocopiers, and the asset register etc.
- Working with the Stakeholder and Engagement Lead on staff and stakeholder communications tasks as required
- Arranging whole office events or forums as required, including catering
- Arrange and manage business unit training for all ATOC staff and monitor compliance via a well-maintained training register
- Provide efficient, effective and confidential word processing, Excel spreadsheeting and PowerPoint services when required or as agreed by a unit manager
- Build and maintain effective working relationships with other business support staff, senior managers and staff throughout the Agency to ensure the unit is perceived as efficient, friendly and approachable
- Build strong supplier and stakeholder relationships

#### Facilities Management

- All aspects of facilities management and the efficient running of each office relating to occupancy including building code compliance, waste and energy management and the relationship with the landlord/building manager and contractors
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- Maintenance and management of building and security of facilities (e.g. access cards; parking; lighting; plumbing; air conditioning cleaning; etc.)

#### **Debrief Co-ordination**

- Co-ordinate debrief meetings for all of ATOC (including possible travel within the ATOC area of operation), documenting minutes and actions and supporting debrief projects
- Facilitate and monitor actions and outcomes from debriefs, including identifying common themes for resolution
- Drive outcomes from debriefs in relation to “all of business” initiatives
- Develop debrief reports and other corresponding documentation or processes as required
- Support the Incident Management Team during an incident which may require after hours support

#### **CCTV and OIA Requests**

- Manage CCTV and Official Information Act requests (OIA) in a timely manner
- Provide CCTV SME advice as required, building relationships with stakeholders and working collaboratively with others to achieve sustainable outcomes in this area
- Identify and manage ongoing improvements in process
- Provide evidence in court of ATOC CCTV processes

#### **Finance**

- Complete and manage continuous improvement to financial reporting and compliance activities, and make sure they comply with policies and processes of both partner agencies
- Undertake audits of financial expenditure such as HOP cards, taxi cards and mobile phone usage
- Manage the procurement process for services and supplies for ATOC, including coding and processing of invoices for payment
- Monitor ATOC supplier contracts and producing any associated reporting
- Support the process of accruals and the provision of month and year end financial reports
- Assist the Business Support Manager in the allocation of shared costs between the Transport Agency and AT and produce monthly reports for invoice processing for both Agencies.
- Complete audits and compliance reviews of financial processing, identifying areas of improvement, implementing process changes and reviews

#### **Reporting**

- Create any adhoc or regular reports, as required by the Business Support Manager, for the Business Support Team or the wider ATOC business unit or as identified as part of normal auditing of processes and policies
- Assists in the preparation on the ATOC annual Business Plan
- Document business continuity processes consistent with national office requirements and decisions

There is an expectation that the role accountabilities may evolve over time. You may also be involved in other activities as part of a career and development plan. These will be reflected in your performance and development goals that are set in discussion with your People Leader.

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Working effectively with  
Māori

Te Ara Kotahi – our Māori Strategy – supports Waka Kotahi to work effectively with Māori and is underpinned by uara (values) and our mātāpono (principles) of – Rangatiratanga, Manaakitanga, Kaitiakitanga, Whanaungatanga, Te Tiriti o Waitangi,

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Mana o te Reo, Huna Kore (no surprises approach), Auahatanga (creativity and innovation), Whakapono (integrity and honesty) and in recognition of Cultural Values.

As Waka Kotahi is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand's past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies.

We accept our privileged role and responsibility to the partnership of the Treaty of Waitangi / Te Tiriti o Waitangi.

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## Values and Behaviours

Our values and behaviours underpin everything we do and form the core behavioural expectations for your role.

**NGĀKAU AROHA** *Have heart* means we have the wellbeing of our people, community and planet at the heart of everything we do. As Waka Kotahi we:

- Contribute to a safe and sustainable work environment.
- Show respect for all people.
- Treat others how we would like to be treated.
- Are inclusive and connected
- Look out for each other

**KOTAHITANGA** *Better together* means we achieve great things when we work together to build trusted relationships inside and outside of Waka Kotahi. As Waka Kotahi we:

- Build better relationships
- Join up our thinking and our doing
- Remove barriers to collaboration
- Seek and listen to others to learn and grow
- Invite conversation and feedback and always improve

**KIA MĀIA** *Be brave* means our outcomes are better when we bring courage and self-belief to our passion and purpose. As Waka Kotahi we:

- Speak up when it matters
- Challenge to achieve the right outcome
- Make and own the tough decisions
- Find different perspectives to challenge thinking
- Face up to the difficult issues

**MAHIA** *Nail it* means we create enduring legacy, delivering our best work every day. As Waka Kotahi we:

- Are clear on what's important
- Deliver on the right outcomes
- Hold ourselves to account
- Help others succeed
- Celebrate success

As a member of the state sector we also hold ourselves to the highest standards of integrity and conduct.

## SPIRIT OF SERVICE

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianeī, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki

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ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

More information on all the behaviours and standards are included in the Waka Kotahi Te Tikanga Whanonga – Our Code of Conduct.

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## The value you will bring

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### Knowledge and experience:

- Proven experience in an administration, project co-ordination role or similar
- Strong influencing skills; ability to facilitate decisions and co-ordinate others in and outside the team and business unit.
- Experience or proven ability to perform a broad range of co-ordination and administrative functions; exercising judgement as to how projects/tasks are performed and scheduled.
- An understanding of finance practices and compliance
- Strong numerical skills
- Expertise in use of the Microsoft office suite
- The ability to multi task, prioritise, work well under pressure and stay calm when dealing with matters of high priority and importance to ensure the demanding needs and challenges of a those the role supports are successfully met
- Flexibility to adapt to changing circumstances as the need arises
- Proven discretion, tact and diplomacy in dealing with confidential, commercially sensitive and/or personal work-related information
- A strong achievement/delivery focus and high standards, including accuracy and attention to detail, the ability to meet deadlines, and a high level of organisational and time management skills
- An understanding of the application of corporate policies and practices including Finance, procurement, HR, OIA, Privacy etc.

### Qualifications:

- A tertiary qualification is desirable, but not essential.

You will demonstrate knowledge of, or a willingness to gain an understanding of Te Ao Māori and promote tikanga and Te Reo Māori. You will also have knowledge of, or a willingness to gain an appreciation of te Tiriti o Waitangi (the Treaty of Waitangi) as it applies in the public sector.

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