



**TE WHĀNAU O WAIPAREIRA**

KOKIRITIA | ROTO | TE KOTAHITANGA

*Progressively Act in Unity*

# Appendix A

## Job Description

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### OPERATIONS COORDINATOR

Kaimahi Ingoa	
Mahi Whānau	Tautoko Whānau
Direct Report	Delegated Direct Report
Delegated Authority	Refer to Delegated Authority Policy for the relevant position.

## 1. Purpose of the Position:

The purpose of the **Operations Coordinator** role is to support the Executive Office, Support Service Leads, and Director of Wai-Tautoko to provide high-quality services across Te Whānau o Waipareira. This mahi includes Executive Office Support, high level administrative services, events assistance, Quality & Risk, and Health & Safety (H&S) coordination. The Operations Coordinator will engage with kaimahi across a number of departments and ensure the smooth delivery of operational activities.

## 2. Position Responsibilities:

Key Areas of Responsibility	Key Accountabilities	Key Performance Measures
<b>Executive Office Support</b>	<ul style="list-style-type: none"> <li>Support the CEO, COO, Director, and Business Support Leads to continuously improve the operational effectiveness of Te Whānau o Waipareira, by developing better policies, procedures, &amp; processes.</li> <li>Work alongside the Executive &amp; Business Support Leads to provide administrative and all-round support.</li> <li>Organise, participate in, and produce hui minutes as required.</li> <li>Attend and support hui/events/functions as required outside of normal work hours.</li> <li>Facilitate hui via room bookings, catering arrangements, paper preparation, minute taking, and set-up, including equipment and online meetings/events or webinars</li> </ul>	<ul style="list-style-type: none"> <li>Direct Report feedback.</li> <li>Upholding values of Te Kauhau Ora.</li> <li>Effective support provided to Executive Team, Business Support Leads, and the Director of Wai-Tautoko.</li> <li>Hui supported and organised as required.</li> <li>Support provided with project planning.</li> </ul>

Key Areas of Responsibility	Key Accountabilities	Key Performance Measures
	<ul style="list-style-type: none"> <li>• Partake in special projects planning as required by Leadership.</li> <li>• Uploading of monthly and quarterly reportage to relevant portals.</li> </ul>	
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Manage the purchasing of supplies, such as stationary and other consumables as required to support operational needs.</li> <li>• Support the collation, preparation, and unloading of monthly and quarterly board reportage as required by Leadership.</li> <li>• Support the management of online room bookings and calendar bookings.</li> <li>• Deliver key press management services.</li> <li>• Perform data entry and maintain all staff training details with confidentiality.</li> <li>• Provide assistance with the induction of new starters to the organisation.</li> <li>• Relieve front-of-house reception when necessary.</li> <li>• Liaise with kaumatua when necessary.</li> <li>• Provide weekly statistical reportage as requested by Leadership.</li> <li>• Support the development and delivery of PowerPoint Presentations and displays.</li> <li>• Manage the organisation and archival of relevant information aligned to company policies and guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>• Direct Report feedback.</li> <li>• Upholding values of Te Kauhau Ora.</li> <li>• Stationary &amp; similar resources managed.</li> <li>• Support provided with reportage.</li> <li>• Support provided with booking services.</li> <li>• Data entry services performed effectively.</li> <li>• Archival services performed effectively.</li> <li>• New starters inductions managed.</li> <li>• Confidentiality maintained at all times.</li> <li>• A high level of administrative service is maintained across the rōpū.</li> </ul>

Key Areas of Responsibility	Key Accountabilities	Key Performance Measures
	<ul style="list-style-type: none"> <li>• Take responsibility for the storage of all archives, including;               <ul style="list-style-type: none"> <li>○ Ensure boxes labelled correctly</li> <li>○ Ensure processes followed prior to archive collection/storage.</li> <li>○ Maintain archive spreadsheet and ensure it is kept up to date.</li> <li>○ Ensure all outdated archives are destroyed in a timely manner.</li> </ul> </li> <li>• Assist with updating processes/platforms.</li> <li>• Ensure all confidential information is held in accordance with the Privacy Act 2020.</li> <li>• Ensure a high level of confidentiality is maintained at all times.</li> <li>• Monitor all document control processes, including all E-docs and hard copy files.</li> <li>• Maintain all destruction bins as required.</li> <li>• The rūpū consistently maintains accurate documentation pertaining to the provision of organisational responsibilities.</li> <li>• The rūpū consistently maintains a high standard of administration services.</li> </ul>	
<b>Health &amp; Safety (H&amp;S)</b>	<ul style="list-style-type: none"> <li>• Ensure building safety checks are complete, including fire alarms, panics alarms, emergency light testing, and water.</li> </ul>	<ul style="list-style-type: none"> <li>• Direct Report feedback.</li> <li>• Upholding values of Te Kauhau Ora.</li> <li>• Support provided with building H&amp;S checks across the Whānau House.</li> </ul>

Key Areas of Responsibility	Key Accountabilities	Key Performance Measures
	<ul style="list-style-type: none"> <li>Organise, participate in, and produce all minutes for H&amp;S Committee meetings.</li> <li>Administer the systems and procedures to maintain security of both personnel &amp; property.</li> <li>Monitor the systems for significant event analysis and critical incident appraisal.</li> <li>Maintain a log of incidents and work to coordinate organisation-wide response to incidents.</li> </ul>	<ul style="list-style-type: none"> <li>Support provided with H&amp;S Committee hui, including organisation and minutes.</li> <li>Security systems maintained at all times.</li> <li>Incident log maintained at all times.</li> </ul>
<b>Events Coordination &amp; Support</b>	<ul style="list-style-type: none"> <li>Maintain and update organisation-wide Events Calendar.</li> <li>Scope and identify the requirements and expectations for organisation events.</li> <li>Develop project plans and maintain event budgets alongside the Events Lead.</li> <li>Support the Events Lead to liaise with all vendors, exhibitors, and key stakeholders during the event planning process.</li> <li>Support event set-ups, pack-downs, and any follow-up procedures necessary.</li> <li>Help book photographers, entertainers, venues, and scheduled speakers.</li> <li>Help conduct final inspections on the day of the event.</li> <li>Partake in any post-event assessments to gauge success and submit findings.</li> </ul>	<ul style="list-style-type: none"> <li>Direct Report feedback.</li> <li>Upholding values of Te Kauhau Ora.</li> <li>Support provided with all facets of event coordination, including planning, budgets, set-ups, assessments, and other duties.</li> <li>Support provided to the Events Lead as required.</li> </ul>

Key Areas of Responsibility	Key Accountabilities	Key Performance Measures
<b>Quality &amp; Risk Management Support</b>	<ul style="list-style-type: none"> <li>• Provide support with the administration of compliments, complaints, and incidents procedures, including the receiving and recording of written/verbal compliments, complaints, and incidents.</li> <li>• This process includes responding to all written letters, keeping progress records, and liaising with staff/members of public.</li> <li>• Support the Quality Lead to document &amp; review appropriate policies and develop systems/mechanisms to ensure that best practice is carried out organisation wide.</li> <li>• Assist with data and statistical analysis, monitoring, reporting, and reviews.</li> <li>• Support with Internal Audit Reviews and External Audit compliance.</li> </ul>	<ul style="list-style-type: none"> <li>• Direct Report feedback.</li> <li>• Upholding values of Te Kauhau Ora.</li> <li>• Support provided to manage complaints and incident reportage.</li> <li>• Policies and procedures reviewed with the Quality Lead to ensure appropriate.</li> <li>• Support provided with Internal/External Auditing Reviews.</li> </ul>
<b>Fleet Management Services</b>	<ul style="list-style-type: none"> <li>• Support the management of Te Whānau o Waipareira's vehicle fleet, including; <ul style="list-style-type: none"> <li>○ Forecast vehicle servicing and warrants 2 months ahead of time</li> <li>○ Forecast vehicle registrations and renewals 2 months ahead of time</li> <li>○ Conduct regular audits of vehicle fleet, as requested.</li> <li>○ Organising all vehicle repairs</li> <li>○ Booking vehicles for servicing</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Direct Report feedback.</li> <li>• Upholding values of Te Kauhau Ora.</li> <li>• Fleet vehicles managed effectively.</li> <li>• Fuel cards used appropriately by kaimahi.</li> </ul>

Key Areas of Responsibility	Key Accountabilities	Key Performance Measures
	<ul style="list-style-type: none"> <li>○ Schedule annual hygiene cleans</li> <li>○ Manage vehicle first aid and all hygiene kits.</li> <li>● Management of vehicle fleet database.</li> <li>● Report and escalate any vehicle issues, incidents, and public complaints.</li> <li>● Management of the vehicle fleet accident process – assisting kaimahi to complete insurance claims and QIFS.</li> <li>● Monitor the usage of Admin fuel cards &amp; ensure all receipts are collected through follow-ups with kaimahi.</li> <li>● Ensure all 'km's' are returned &amp; approved in the database by month end to support accounting reportage.</li> </ul>	
<b>Ad-Hoc &amp; Other Duties</b>	<ul style="list-style-type: none"> <li>● Ensure that confidentiality is maintained at all times for clients and whānau.</li> <li>● Maintain acceptable levels of productivity and adhere to all Waipareira Company Policies, procedures, and legislation.</li> <li>● This job description is not exhaustive and kaimahi may be required to undertake other duties from time to time, which may not be included in this job description.</li> </ul>	<ul style="list-style-type: none"> <li>● Direct Report feedback.</li> <li>● Upholding values of Te Kauhau Ora.</li> <li>● Waipareira Policies, procedures and legislation followed.</li> <li>● Confidentiality maintained.</li> </ul>

### 3. Te Whānau o Waipareira Responsibilities:

Te Kauhau Ora	Organisation Responsibilities	Position Responsibilities	Key Performance Measures
<b>Whānaungatanga</b> <i>Relationship Building</i>	<ul style="list-style-type: none"> <li>• Providing and maintain meaningful relationships with Whānau, staff and throughout the community.</li> <li>• Ensure all mahi is underpinned by a Whānau Ora philosophy and approach.</li> <li>• Ensuring opportunities and networks with all stakeholders are maximised.</li> </ul>	<ul style="list-style-type: none"> <li>• Build a trusting, working relationship with whānau in order to understand whānau needs and aspirations.</li> <li>• Build harmonious working relationships and establish trust with kamahi, services, communities, and other external contacts.</li> </ul>	<ul style="list-style-type: none"> <li>• Direct Report feedback.</li> <li>• Upholding values of Te Kauhau Ora.</li> <li>• Whānau, kaimahi, &amp; community feedback.</li> <li>• Relationships built and evidenced with whānau &amp; external stakeholders.</li> <li>• Mataora Snapshot, Whānau enrolment, consents and documentation are completed and filed and entered into the client management system/Whānau Tahī.</li> </ul>
<b>Kawa</b> <i>The Waipareira Way</i>	<ul style="list-style-type: none"> <li>• Commitment to conduct ourselves with dignity and humility and value always all Whānau.</li> <li>• Cherish &amp; Respect our diverse and rich tribal and ethnic backgrounds.</li> <li>• Commitment to upholding all Waipareira Policies, Procedures, Practices and Values in order to measure</li> </ul>	<ul style="list-style-type: none"> <li>• Ability and commitment to treat and uplift our most vulnerable Whānau members of the community.</li> <li>• Practice <b>Whakarite Mana</b> in the workplace: <ul style="list-style-type: none"> <li>- Adhere to role description &amp; service specifications.</li> <li>- Ability to work within your scope of practice, as well</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Direct Report feedback.</li> <li>• Upholding values of Te Kauhau Ora.</li> <li>• Reporting and documentation of risks is adhered to.</li> <li>• Timely reporting and safe practices are followed.</li> <li>• Information is recorded accurately and promptly in Whānau Tahī and in</li> </ul>



Te Kauhau Ora	Organisation Responsibilities	Position Responsibilities	Key Performance Measures
	<p>ourselves and uplift all Whānau.</p>	<p>as providing support to other area where able.</p> <ul style="list-style-type: none"> <li>• Comply with workplace policies and procedures on privacy and safe work conditions.</li> </ul>	<p>accordance with policies and procedures.</p> <ul style="list-style-type: none"> <li>• Demonstrate understanding of contractual specifications, reportage requirements and the required outcomes of all specific service contracts.</li> <li>• Demonstrate a good understanding and application of relevant legislation specific to areas of responsibility.</li> </ul>
<p><b>Wairuatanga</b></p> <p><i>Protection of Spiritual Beliefs, Health, &amp; Wellbeing</i></p>	<ul style="list-style-type: none"> <li>• Ensure service delivery and support is culturally and spiritually appropriate.</li> <li>• Ensure service delivery and support is physically and emotionally safe.</li> <li>• Respecting and recognising others unique spirituality, faith, beliefs, and religion and allowing opportunities for people to practise their beliefs and values.</li> <li>• Valuing, acknowledging, and protecting a person's standing in the community</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring equality by upholding the rights of whānau to access services so that they can achieve overall health and wellbeing outcomes.</li> <li>• Acknowledge the right of whānau and their spiritual beliefs, health and overall wellbeing and work together with our Whānau to protect and improve it.</li> <li>• Acknowledge a person's spiritual beliefs and practices (if applicable) in their personal plans.</li> </ul>	<ul style="list-style-type: none"> <li>• Direct Report feedback.</li> <li>• Whānau, kaimahi, &amp; community feedback.</li> <li>• Upholding values of Te Kauhau Ora.</li> <li>• Demonstrate good record keeping i.e., all documentation is kept up to date, recording all relevant details pertaining to interactions with clients and whānau.</li> <li>• Demonstrate ability to utilise internal and external networks to access kaumātua, spiritual</li> </ul>

Te Kauhau Ora	Organisation Responsibilities	Position Responsibilities	Key Performance Measures
	and their status in their whānau, hapū and iwi.	<ul style="list-style-type: none"> <li>Ensure whānau have access to and/or support from chaplains, tohunga or kaumātua where necessary.</li> </ul>	advisors or others pertinent to whānau beliefs and wellbeing.
<b>Te Reo Māori &amp; Tikanga</b>  <i>Communication &amp; Inclusion of Workplace Māoritanga</i>	<ul style="list-style-type: none"> <li>Communicate and engage with a positive, culturally appropriate approach with all internal services and external stakeholders.</li> <li>Embrace and undertake cultural obligations and activities within the workplace in line with Te Ao Māori.</li> </ul>	<ul style="list-style-type: none"> <li>Acknowledge cultural protocols and protecting whānau rights to follow them.</li> <li>Communicate safely and sensitively during everyday interactions with kaimahi, whānau, communities and other external contacts. Participation in karakia, waiata and other cultural development (as required).</li> </ul>	<ul style="list-style-type: none"> <li>Direct Report feedback.</li> <li>Whānau, kaimahi, &amp; community feedback.</li> <li>Upholding values of Te Kauhau Ora.</li> <li>Cultural opportunities for Māoritanga are proactively identified and practised in service delivery, as well as within the organisation, wherever relevant and able.</li> <li>Demonstrate understanding of tikanga and mātauranga Māori whenever appropriate.</li> </ul>
<b>Aroha</b>  <i>To Work With &amp; For Others</i>	<ul style="list-style-type: none"> <li>Perform all duties in a professional, empathetic and caring manner while demonstrating the highest</li> <li>Apply a positive, solution focused approach to adversity and challenging situations; utilise multiple techniques to achieve effective performance;</li> </ul>	<ul style="list-style-type: none"> <li>Be responsive to whānau needs, goals and immediate circumstances</li> <li>Adjust approach and support for whānau as needed.</li> <li>Form lasting relationships with kaimahi, whānau, communities and other external contacts.</li> </ul>	<ul style="list-style-type: none"> <li>Direct Report feedback.</li> <li>Whānau, kaimahi, &amp; community feedback.</li> <li>Upholding values of Te Kauhau Ora.</li> <li>Demonstrate ability to understand and apply appropriate ways of consulting with and working with whānau.</li> </ul>

Te Kauhau Ora	Organisation Responsibilities	Position Responsibilities	Key Performance Measures
	display adaptability in the face of changing circumstances.		<ul style="list-style-type: none"> <li>Demonstrate ability to advocate and adjust priorities according to Whānau needs.</li> </ul>
<b>Kotahitanga</b>  <i>Teamwork</i>	<ul style="list-style-type: none"> <li>Work co-operatively with others in a proactive manner to achieve results.</li> <li>Be flexible to provide support to other kaimahi, while striving to exceed whānau expectations.</li> <li>Establish and maintain effective working relationships with kaimahi, whānau, communities and other external contacts.</li> </ul>	<ul style="list-style-type: none"> <li>Work with whānau to develop a whānau plan that helps identify their goals and aspirations, as well as potential courses of action with timeframes.</li> <li>Support whānau to achieve their outcomes.</li> <li>Support other kaimahi, where able, to achieve their outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>Direct Report feedback.</li> <li>Whānau, kaimahi, &amp; community feedback.</li> <li>Upholding values of Te Kauhau Ora.</li> <li>Attending hui, forums, public meetings, conferences, agency meetings and forums where required to support and advocate on behalf of whānau.</li> <li>Demonstrate ability to develop, monitor and adjust Whānau Plans according to their needs.</li> </ul>
<b>Manaakitanga</b>  <i>Continuous Care &amp; Support</i>	<ul style="list-style-type: none"> <li>Opportunities for staff to participate in training and education about cultural safety and awareness. This ensures that people are valued and respected regardless of age, gender, religion, ethnicity, or sexual orientation.</li> </ul>	<ul style="list-style-type: none"> <li>Respect and recognise the rights of all others.</li> <li>Display quality and integrity in your work at all times.</li> <li>Support and advocate for the whānau and their family in a professional manner.</li> </ul>	<ul style="list-style-type: none"> <li>Direct Report feedback.</li> <li>Whānau, kaimahi, &amp; community feedback.</li> <li>Upholding values of Te Kauhau Ora.</li> <li>Display co-operative and inclusive practice alongside internal and external stakeholders to ensure that</li> </ul>

Te Kauhau Ora	Organisation Responsibilities	Position Responsibilities	Key Performance Measures
	<ul style="list-style-type: none"> <li>• Making other kaimahi new to the whānau feel valued and welcome in the workplace.</li> <li>• Continuous reflection on practice and seeking to improve &amp; continually deliver excellent service.</li> </ul>		<p>collaborative support for whānau occurs.</p> <ul style="list-style-type: none"> <li>• Understand and apply appropriate ways of consulting with and working with others.</li> </ul>
<b>Tautoko</b>  <i>Realizing Potential</i>	<ul style="list-style-type: none"> <li>• Empowering others and whānau to make decisions that best benefit them holistically by ensuring that their values are supported and respected.</li> <li>• Demonstrate the importance through the commitment to further professional learning and development.</li> <li>• Develop skills pertaining to the job role through training and/or educational courses.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure to undertake Professional Development sessions and further training, as agreed with Direct Report.</li> <li>• Provide motivation and positive, holistic support to whānau which ensures their values are supported and their social, spiritual, and emotional needs are met.</li> </ul>	<ul style="list-style-type: none"> <li>• Direct Report feedback.</li> <li>• Upholding values of Te Kauhau Ora.</li> <li>• Successful training, educational courses are completed for self-development.</li> <li>• Ensuring enhanced opportunities for whānau are proactively identified and made available for whānau.</li> </ul>
<b>Whakapapa</b>  <i>Framework that Establishes our Place in the World</i>	<ul style="list-style-type: none"> <li>• Recognising and respecting whānau cultural identity and identifying what is culturally important to them.</li> <li>• Ensuring cultural considerations are included in company policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Recognise, respect and value whānau cultural identity at all times.</li> <li>• Display an understanding of the importance of family, whānau links and relationships.</li> </ul>	<ul style="list-style-type: none"> <li>• Direct Report feedback.</li> <li>• Whānau, kaimahi, &amp; community feedback.</li> <li>• Upholding values of Te Kauhau Ora.</li> <li>• Evidence's regular reporting on the volume, quality, and</li> </ul>

Te Kauhau Ora	Organisation Responsibilities	Position Responsibilities	Key Performance Measures
	<ul style="list-style-type: none"> <li>Establishing a positive and supportive relationship with the wider whānau, including them in decision making.</li> </ul>	<ul style="list-style-type: none"> <li>Practice an understanding of the importance of connections and ancestry when developing relationships.</li> <li>Ensure whānau have access to the right/support services and support them to achieve their outcomes.</li> <li>Link whānau to integrated internal and external wrap-around services.</li> <li>Ensure that client &amp; whānau are included in developing their own assessments, goal setting, decision-making and planning of personal plans.</li> </ul>	<ul style="list-style-type: none"> <li>impact of services on whānau and their experience.</li> <li>Provides and accesses Whānau Ora-centric support that improves whānau experience of wellbeing and increases their resilience to better manage their place in the world.</li> <li>Ensure cultural differences are acknowledged by respecting spiritual beliefs, cultural practices, and lifestyle choices of all people.</li> </ul>
<p><b>Pōhiri</b></p> <p><i>Inclusion and equality</i></p>	<ul style="list-style-type: none"> <li>To always rejoice in our Māoritanga through welcoming and embracing all others.</li> <li>Commitment to equality of opportunity, to equity &amp; fairness in all aspects of our practice.</li> </ul>	<ul style="list-style-type: none"> <li>Always be guided by our Whakataukī <i>“Kōkiritia i roto i te kotahitanga - Progressively act in Unity”</i></li> <li>Behave in ways that ensure all others feel valued, respected, important and welcomed.</li> </ul>	<ul style="list-style-type: none"> <li>Direct Report feedback.</li> <li>Whānau, kaimahi, &amp; community feedback.</li> <li>Upholding values of Te Kauhau Ora.</li> <li>Demonstrate an ongoing understanding and the implementation of Māori values with respect to “Waipareiratanga”.</li> </ul>

#### 4. Position Specifications:

- Strong commitment to Te Reo me ngā Tikanga Māori.
- Ability to work outside of normal business hours for functions and support.
- Minimum of 5 years' experience providing all-round senior administrative support to Leadership Teams.
- Knowledge of Health & Safety and Quality Assurance practices desired.
- Resilient under pressure and capable of adapting quickly to shifting demands.
- Team player who is self-motivated and proactive in addressing issues as they arise.
- Ability to coordinate multiple projects at once and use initiative to take positive action.
- Demonstrated flexibility, capable of prioritising diverse workloads and deadlines.
- Highly proficient with Microsoft Office Suite and other administrative applications e.g. Boardpro, Zoom, Teams, & Skype.
- Must be able to type at least 75wpm with high level of accuracy alongside data entry skills a must.
- Dictaphone typing an advantage.
- Analytical and report writing skills alongside project planning experience desirable.
- Excellent business written & verbal communication and interpersonal skills.
- Ability to effectively deliver complex information across a number of mediums.
- Ability to work effectively in a Whānau Ora approach.
- Full New Zealand Driver's License.

## 5. Position Relationships:

### Direct Report:

- This position reports to the delegated Management Lead

### Internal Relationships:

- This position has direct internal relationships with all internal kaimahi and the Executive.

### External Relationships:

- This position has direct external relationships as instructed by a delegated authority.

## 6. Position Accountabilities:

### Key accountabilities pertaining to service delivery:

- The kaimahi is accountable for the successful, integrated delivery of services as outlined above.
- The kaimahi is also responsible for ensuring that contractual obligations are fulfilled.
- The Contract Service specifications forms part of this Job Description.

### **SIGNATURES REQUIRED**

<b>Kaimahi Ingoa</b>	
<b>Signature</b>	
<b>Date</b>	