

POSITION DESCRIPTION

Position Title:	Operations Administrator
Location:	AWDT Office, Masterton
Reporting to:	General Manager
Date:	17 August 2022
Type:	0.6 FTE - Fixed-term, six months

About AWDT

With support from our industry partners we research, design and deliver quality programmes that give women the tools, confidence and know-how to lead and contribute in new ways. With the right mindset, skills, support and connections these women are helping transform farming businesses, industry organisations, Māori agribusiness and communities across New Zealand's food and fibre sector.

AWDT takes a wide and inclusive approach to development, providing women of all ages with skills and support, and addresses the real barriers women can face when engaging in decision-making.

Our vision

Women are vital partners in world leading New Zealand primary industries

Our purpose

To empower women to accelerate progress and change in the primary sector and rural communities.

Operations Administrator – role purpose

The purpose of the Operations Administrator role is to support the wider AWDT team - staff and facilitators - with the successful planning and delivery of AWDT programmes, projects and events across New Zealand.

The Operations Administrator is responsible for providing exceptional customer service internally and externally, ensuring the team has the resources and information it needs to deliver high-quality work.

Key result areas

Key result area & activities	Measure of success
<p>Programme enquiry & registration communications</p> <p>Respond appropriately via phone, email and social media messaging to:</p> <ul style="list-style-type: none"> • General programme enquiries • Application and registration support requests <p>Track, monitor and report on programme & event registrations, withdrawals</p> <p>Accurately capture data and information in the CRM system including:</p> <ul style="list-style-type: none"> • New programme enquirers and registrations • Emails and notes • Data tags 	<ul style="list-style-type: none"> • Programme information is accurate and provided in a timely manner • Enquiries and registration processes are administered in accordance with enrolment policies and procedures • When programmes are full registrations are closed off and enquirers are directed to complete the enquirers form instead • Email enquiries are responded to within 48 hours • Phone and direct messages on social media are returned by the end of the business day • CRM entries are accurate and tagged correctly
<p>Programme participant communications</p> <p>Send all programme-related information to participants – including:</p> <ul style="list-style-type: none"> • Update and format documents and evaluations • Email pre-work, inter-module work and post- programme details • Co-ordinate executive coaching sessions and cohort zoom catch ups with facilitators 	<ul style="list-style-type: none"> • Participants receive accurate information on time • Documents are prepared according to brand guidelines
<p>Marketing & communications support</p> <p>Support the General Manager and Programme Manager by assisting in the distribution of communication initiatives and marketing plans</p> <p>Share programme information with internal customers (Trustees, Alumni)</p> <p>Work with graphic designer to update programme collateral as required</p> <p>Assist Programme Manager in working with partners to ensure programmes are full</p>	<ul style="list-style-type: none"> • Programme marketing collateral is emailed using appropriate messaging to the agreed channels on time • New channels and contacts are identified are added to the CRM system • Registration and enquirers report is updated and circulated regularly • 'At-risk' programme registration numbers are identified to Programme Manager

<p>Programme resources</p> <p>Coordinate the updating, formatting and external printing of programme workbooks and other resources.</p> <p>Format, print and prepare resources that can be produced internally – such as name badges, desk labels, hand-outs, activity cards etc.</p> <p>Ensure facilitators have the equipment and resources they need.</p>	<ul style="list-style-type: none"> • Workbooks are printed and delivered to venues ahead of time and confirmation of arrival is completed • Resources are produced within budget • Resources are checked for accuracy and quality • Facilitator bags are fully-stocked before every programme delivery • All equipment (projector, banners, clickers) is checked and maintained in working order
<p>Administration & logistics</p> <p>Book travel, accommodation, venues and catering for board/team activity and programme delivery.</p> <p>Ensure the office functions effectively by maintaining its appearance, online and hard copy filing systems and storage, meeting room bookings and communication with other tenants.</p> <p>Be the main point of contact for the day-to-day activities of the office.</p> <p>Maintain office equipment and supplies including photocopier and stationery supplies.</p>	<ul style="list-style-type: none"> • Logistical details are booked in advance within budget (except in consultation with the appropriate manager) and details are filed accurately. • Logistics checklists are completed and communicated alongside relevant tickets/confirmation documents to the team prior to delivery. • Travel bookings are made in consultation with each team member's requirements. • Team is supported as required. Feedback evidences good communication is fostered with the team and other staff members. • Office is well presented and resourced.
<p>Financial</p> <p>Track registration numbers and payments, provide manual fee receipts as requested.</p> <p>Ensure bookings and expenses are within budget.</p> <p>Expense records are filed correctly in the system.</p> <p>Invoices and receipts are entered accurately and on time into Xero for approval.</p>	<ul style="list-style-type: none"> • Manual receipts are prepared correctly and emailed to customers on request. • Any bookings over budget cleared with the appropriate manager prior to confirming • Team members can easily find all expense records in Drive • Account entries are accurate and have the required receipts and invoices attached. • Receipts or invoices not received on time are followed up with suppliers, contractors and facilitators.

The responsibilities and expectations outlined in this position description may after consultation vary from time to time according to the needs of the team and customers of AWDT. Instructions for any variances will be communicated by the appropriate manager.

Relationships

Internal:

- General Manager, Programme Manager, Development Manager, Finance & Projects Manager
- Facilitators and other contractors
- AWDT Trustees

External:

- Programme & event participants and enquirers
- AWDT partners
- Alumni members
- Suppliers including printers and logistics providers

Skills, attributes and experience required

- Strong team player with a positive, professional and flexible approach to work
- Experience in and commitment to outstanding customer service
- Excellent oral and written communication skills, and outstanding attention to detail
- Strong Microsoft office skills (Outlook, Word, PowerPoint, Excel) are a must
- Experience using Customer Relationship Management (CRM) systems
- Experience in or ability to quickly grasp software e.g. MailChimp
- Strong organisational skills, the ability to manage multiple tasks and prioritise effectively
- Experience or understanding of financial systems, reporting and invoicing
- Engagement, relationship management, and interpersonal skills are polished with an ability to 'manage-up'
- Well presented, courteous, friendly and helpful as an important 'face' for AWDT
- High level of personal resilience, able to work under pressure and meet deadlines, flexible
- Ability to work effectively as part of a team, but also be self-directed and self-motivated using initiative to get things done
- Ability to remain calm and work effectively in a fast-paced, changing environment

The following attributes are expected to be demonstrated

AWDT values	Team competencies
<p>Keeping it real: to meet today's needs from the farm to the boardroom</p> <ul style="list-style-type: none"> • <i>Relevant development and support that meets primary sector and rural community needs.</i> • <i>Creating a trusted environment</i> • <i>Inclusive and accessible.</i> 	<ul style="list-style-type: none"> • Full participation and contribution across all activities and business areas in team meetings. • Working together with an ethos of “strong opinions, loosely-held”. • Members are professional, organised and honest • Pride ourselves on being competent and do what we say we will.
<p>Standing shoulder-to-shoulder</p> <ul style="list-style-type: none"> • <i>Supported growth of participants and AWDT team members.</i> • <i>Collaboration with our industry partners and others.</i> 	<ul style="list-style-type: none"> • We pitch in across programmes and projects, helping each other out as needed. • We maintain a united front. • Taking ownership, accountability and responsibility • We are team players participating in planning and problem-solving. • We maintain confidentiality at all times. • We always talk to the solution, not the problem.
<p>Creating confidence: to learn, connect and take action</p> <ul style="list-style-type: none"> • <i>Enabling people to reach their potential.</i> • <i>Building leadership behaviours</i> • <i>Sector transformation for people, planet, profit and progress.</i> 	<ul style="list-style-type: none"> • We provide excellent customer service by being responsive, friendly and relatable. • We ‘get it’ and understand primary sector people.
<p>Being curious: always learning, open to new opportunities</p>	<ul style="list-style-type: none"> • We are flexible and adaptable, and accepting of change. • We approach the world with open minds and embrace creativity.
<p>Inspiring hearts and minds</p> <ul style="list-style-type: none"> • <i>Creating meaningful connections.</i> • <i>Producing graduates with aspirational goals.</i> 	<ul style="list-style-type: none"> • We engage proactively and positively with our stakeholders • We highlight, celebrate and enjoy the success of our participants, team and partners.