

# Business Operations Coordinator and Projects Administrator



## Position overview

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| Hours:    | Part or Full time (30-40 hours/week) depending on fit to roles. Core hours are 8am - 5pm, requiring flexibility for early meetings, evening events and/or project deadlines. Immediate start. |
| Location: | Hamilton based with project work across New Zealand, requiring some travel  |

## Position description

Groundwork Associates is a small, Hamilton-based consultancy that supports clients to build strong foundations through effective involvement of people. We focus primarily on the sustainable agriculture and natural resource management sectors, and also operate and manage The Greenspace, an eco-friendly meeting venue.

We are a service-driven business with a flat team structure, requiring excellent customer service and teamwork from all employees. Our business has two component parts (the consultancy and the venue) and we are recruiting to cover core business needs around 1) Executive Administration/Team Support and 2) Financial and Business Systems. This is the senior business administration support role for the consultancy and venue. Depending on applicants' skillset, this may be covered by one full-time role or split into two part-time roles. We are seeking mid-career applicants with a minimum of seven years of professional experience and a varied skill set. Applicants are encouraged to review the essential qualities and core responsibilities, and self-assess the best fit based on your expertise and drive for professional development.

Our ideal candidate is positive, thoughtful and thorough, with an analytical mind. It is essential that this person understand and share our mission and core values, so we recommend visiting <http://www.groundworkassociates.co.nz/> to get to know us better.

## Essential qualities

- Minimum of 7 years of relevant professional experience, relevant training, and preferably formal qualifications
- Experience supervising others in line-management, or significant project or event management
- A team player who is helpful, flexible, and dynamic; responsive and adaptable as needs emerge with a willingness to find solutions
- Experience in small businesses where roles are diverse, work volumes flex, and tasks are often shared
- A positive, strategic thinker with a solution-focused approach; an innovative problem solver who takes responsibility, and self-manages to complete work on time and within budget

- Motivation to lead, take ownership and manage aspects of the business; demonstrating responsibility, attention to detail, accountability for projects, and ability to coordinate well with others
- Desire for professional growth, and driven to learn and achieve through work
- Must be a permanent resident of New Zealand, with strong contextual knowledge of Hamilton business community, who can build rapport with our core clients and suppliers quickly
- Some knowledge of the New Zealand agricultural or environmental management landscape, background in farming, or familiarity with New Zealand rural communities would be advantageous to build rapport quickly with our client base

## **Available core responsibilities**

*We are looking at a variety of ways to fill these business needs. In your application, please respond to this list and outline your experience, skills, and interest in these areas.*

- Business Operations and People - Employee support and performance management, health and safety coordination, OSH and compliance oversight, staff supervision and workflow coordination across the team, executive-level support to the managing director, external supplier liaison; initiates and implements improvements and efficiencies for team (and business) performance
- Financial and Business Systems - Standard bookkeeping and accounting skills at an accounts technician level, strategic thinking, critical analysis, ability to produce, understand and analyse financial and project reports (produced in Xero and Workflow Max) and to share/articulate these to the team and clients; provides monthly accruals, account reconciliations, annual budget-setting, tracking and reporting for the business; participates in business strategy and organisational goal-setting, refines and monitors KPIs
- Project Administration - lead administrative support for project teams, maintaining project systems, files, data, and contacts; support for bidding, invoicing, and progress monitoring; event logistics management; note-taking. We need a fast typist with excellent word processing and spreadsheets skills who is ideally comfortable working with audio, video, and photo information.
- Office and venue management - Superior customer service, hospitality, written and verbal communication, event management for the venue and the consultancy, and venue facilities management
- Sales and marketing - Play a key role in relationship marketing, building rapport with clients, seeking feedback, and securing repeat business
- In-house IT team support - Basic employee IT support and training/onboarding in our cloud-based business systems (our cloud-based systems are in G-Suite, Slack, Streak, Xero, Workflow Max, Wordpress, Adobe); liaison with contracted IT service provider

## **Personal qualities**

### **Highly organised and proactively supportive:**

- Excellent time-management
- Tidy and organised, maintaining relevant organisational systems, processes, and our physical space to high standards
- Responsible management of personal and collective workspaces, calendars, inboxes, and tasks
- Helpful and supportive, proactively making it easier for the consultants and the Managing Director to do their core work

**Adaptable:**

- Unflappable and steady in nature, bringing a sense of humour and fun to your work
- Willingness to give things a go and support a small team in a dynamic office environment
- Ability to uptake innovative solutions and be open to change
- Flexibility with tasks (and work hours) to meet client and business needs

**Mission-driven:**

- A genuine passion to support people and care for the environment with demonstrated commitment to sustainability in your own life choices
- Understand and share our business values
- Ready for career growth and committed to delivering outcomes

Interested candidates should email a CV and cover letter to [recruitment@groundworkassociates.co.nz](mailto:recruitment@groundworkassociates.co.nz). We encourage you to apply promptly as we'll begin interviews on a rolling basis from Tuesday, 28 January, 2020.