

Key Performance Indicators (KPI's) – Operations Co-ordinator

Reports to: Executive Director, KEA Inc

Key Relationships:

Internal: Executive Director, Financial, Facilities and Marketing personnel, Ancillary Staff, and Board Members.

External: Tenants, members of the public, Contractors, Cornerstone Members, Other Stakeholders e.g. potential community groups, Statutory Authorities.

Main objectives: Front of house office management, planning, organising, directing customer service, support to Executive Director and KEA Board, financial record keeping across all KEA sites.

All systems must ensure the confidentiality and privacy of employees, Board Members and company business.

Key Responsibilities:

Asset Management: Refer all requests etc for repairs and maintenance, contracts and contractors, security to Facilities Manager.
Refer all requests etc for Leases, Tenancies to Executive Director.

Operations: Board Minutes, catering, room bookings, IT requirements

Customer Service: Managing front of house activities, admin and secretarial services, catering, stationery and cleaning supplies etc.
Maintaining effective, confidential and efficient administration, and support systems for the day to day management of business function.
Carrying out site inductions as required for staff, new tenants and Board Members.

Marketing: Updating KEA databases and managing website uploads, content and statistics.
Updating KEA profile e.g. LinkedIn, blogs, Facebook, Social Media
Preparing Brochures, fact sheets, signage (KC and KIP), advertising, newsletters
Event support and management with the Executive Director.

Financial: Accounts Payable, Accounts Receivable, data entry, petty cash reconciliation, timesheets together with Biz Angels.

Project Support: Providing administrative support for specific projects as required e.g. Social Enterprise/Charitable giving.

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Responsibilities:

1. Financial support to Finance Contractor (Biz Angels) and Executive Director. Day to day activities including ordering supplies, banking, data entry, inwards goods, bank records, wages. Financial data entry – first line, into QuickBooks
2. Management of the websites and social media uploading information on a regular, as required basis with support from Marketing Contractor
3. Attending the meetings of Kawerau Enterprise Agency Inc and acting as Secretary, preparing Board Packs, photocopying, binding, delivery/mailing/courier.
4. Arranging room bookings and catering for meetings especially KEA Board Meeting
5. Assisting in the preparation of applications for funding and sponsorship of events from assorted bodies e.g. Bay Trust, Acorn Foundation, Creative Communities, KDC Event Marketing Fund.
6. Arranging Executive Director's diary
7. Ordering Stationery, tea, coffee, milk etc and cleaning supplies for ancillary staff
8. Dealing with correspondence and phone calls, emails promptly
9. Completing security checks, opening/closing the building, allocating and recording keys and codes
10. Public typing, scanning and emailing for specific clients
11. Checking power accounts with Facilities Manager
12. Carrying out Fire Warden duties as necessary
13. Liaising with the Facilities Manager for repairs and maintenance, contracts etc.

Person Specification:

- Flexible – Job Share 2-3 days per week
- Able to work in sole capacity and as a Team player – self starter
- Written and verbal communication and presentation skills
- Demonstrated attention to detail
- Proven ability to work under pressure and to deadlines
- Cultural awareness, sensitivity
- Computer savvy especially with social media
- Able to work in a busy, varied environment.
- Discrete, honest with a warm, friendly personality

Knowledge & Experience:

- Financial e.g. QuickBooks, MYOB
- Minute taking – Agendas and Minutes
- Record keeping
- Office management
- Experienced in project management
- Proficient in Word, Excel, Outlook, Internet and QuickBooks/MYOB/Xero
- Previous working experience in a small to medium business
- Social Media