

Role: *Marketing & Office Coordinator*

Department:	Marketing, Communications & Insights
Reports to:	General Manager Marketing, Communications & Insights
Reports:	Nil
Location:	Wellington Office
Grade:	G10
Financial Delegation:	Nil
Date:	January 2024



About Careerforce

Careerforce is a business division of Te Pūkenga. We support employers across New Zealand to run workplace training programmes for the health, mental health, aged care, disability, social services, youth work, cleaning and pest management sectors. We provide quality accessible and flexible programmes that allow staff to achieve nationally recognised qualifications on the job.

What you'll do

The role of the Marketing & Office Coordinator involves providing marketing assistance to the Marketing & Communication team (specifically Advisor and Senior Advisor), supporting the delivery of internal and external marketing communications, supporting communication platforms, and completing general office administration duties

This is an entry level marketing role where the person will provide support across the marketing and communications spectrum but will also have their own responsibilities. The role also provides office management support across Careerforce's three offices to ensure their smooth running.

Activity: Marketing Assistance

Performance Measures:

Provision of marketing assistance to the Marketing & Communications Team throughout the different stages of marketing campaign development and delivery including:

- completing project coordination tasks,
- ordering of required printing for marketing campaigns,
- administration of external email campaigns (including formatting and the ongoing maintenance of distribution lists),
- stock management of branded collateral accessed by all areas of the business.
- event support (internal and external events),
- other marketing and communications support as required.

- Tasks are completed on time and to a high standard.

Activity: Internal Marketing Communications

Performance Measures:

Preparation of content, design, and distribution of internal staff newsletter.

- Tasks are completed on time and to a high standard.

Preparation of 'Who's New' articles to introduce new employees and uploading these to Toi Kupu (Careerforce division intranet).

Activity: Administration – Communication Platforms

Performance Measures:

Administration of social media platforms (Facebook and LinkedIn), including:

- moderation of the Facebook site,
- management of friend requests,
- preparing responses to social media requests and queries,
- tagging (sharing) of appropriate articles of interest (Facebook and LinkedIn),
- and the creation and publication of content.

- Tasks are completed on time and to a high standard.

Administration and promotion of the Jobs4Good website (external facing website), including back-end functions and processes

Office Coordination

Performance Measures:

Maintain and pro-actively manage all office administration requirements including organising of catering, stationery, office equipment and/or kitchen supplies, as well as the coordination of internal and external mail.

Respond to staff queries regarding office management and facility issues.

Respond to office management and facility issues, work with the General Manager Marketing, Communications & Insights to implement solutions to issues and provide any relevant communications to staff.

Liaise with landlords/property managers, facility management providers, building management providers, cleaning providers, travel providers, etc. across sites.

Provide ongoing updates to the General Manager Marketing, Communications & Insights, regarding status of services being utilised for the office/s and any changes to services due to external communications.

Provide invoices (from purchases of facility maintenance and general office supplies) and verification of invoices to the relevant account holder for approval purposes.

- Tasks are completed on time and to a high standard.
- Staff feedback and observations.

Use Tandem Travel to support travel bookings for all employees (and externals as required), including flights, accommodation, and rental cars.

Maintain and update office related processes in Promapp as necessary

Event management as required– this could include arrange catering and logistics of regular face-to-face managers meeting, formal office events, and other team meetings.

Complete any additional tasks requested by the Executive Director Careerforce on an ad hoc basis.

Activity: Health & Safety

Performance Measures:

Provide administrative support to the Health & Safety Committee, including providing agendas and notes for Health & Safety Committee meeting recording purposes.

Active member of the Health & Safety Committee.

- Reports are accurate and produced on time.
- Active participation in committee meetings.

Person specification

Education / Qualifications / Training

A NCEA Level 3 qualification at minimum (or equivalent).
A tertiary qualification in marketing (or being in the process of completing this) would be desirable.

Experience (*Highly Desirable*)

Some experience in supporting marketing, administration, or customer service functions.

Experience (*Desirable*)

Experience in social media and website administration.
Design capability.

Skills

Ability to effectively engage with a wide range of people.
Good customer service skills.
Excellent organisational and planning skills.
Proficient with MS Office applications including Word and Excel.
Strong attention to detail.

	Excellent written and verbal communication skills.
Attributes	<p>Ability to take initiative and to show flexibility and adaptability.</p> <p>Able to maintain a high level of attention to detail and accuracy.</p> <p>Ability to work under pressure, meet deadlines, and handle multiple tasks.</p> <p>Excellent enthusiasm and drive.</p> <p>Self-starter with good judgement.</p> <p>Able to learn and put into practice new skills and knowledge.</p> <p>Able to work as part of a team and without supervision.</p> <p>Interest in design and capability.</p> <p>An understanding of Te Tiriti o Waitangi (or willingness to learn).</p>
Is a Full, Clean NZ Driver Licence Required?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Ministry of Justice Check:	A satisfactory Ministry of Justice check is required for all roles within Careerforce and is conducted upon acceptance of an offer of employment. Periodic re-checking may be conducted.

Relationships

Internal	Executive Director Careerforce Marketing, Communications & Insights Team All employees
External	Existing and potential customers Stakeholders Landlord / Property Managers
Committees / Groups	Health & Safety Committee

Employee responsibilities

Activity:

Contribute to Careerforce's overall achievement of key strategic priorities, annual plan targets, compliance requirements and quality systems.

Identify risks and impacts, and identify, implement and review solutions within areas of responsibility.

Attend and participate in relevant meetings and training days and provide input and support to colleagues.

Prepare audience-appropriate communications.

Utilise resources effectively and efficiently.

Adhere to company policies and processes.

Contribute to projects as required.

Performance Measures:

- All identified tasks/areas of responsibility are performed in an effective and pro-active manner.
- Evidence of contributions to meeting key strategic goals and annual targets to agreed standards and timeframes.
- Risk management plans and activities are developed and implemented.
- Evidence of pro-active contribution to supporting the purpose, values and culture.
- All relevant policies and processes are followed.
- Evidence of proactive contribution to projects.

Attributes

Client Focus

Dedicated to meeting the expectations and requirements of internal and external clients; committed to ascertaining clients' needs, and continuously improving products and services to meet them; provides timely and accurate information to clients; establishes and maintains effective relationships with clients and gains their trust and respect.

Change Agility

Flexible and adaptable to change; maintains effectiveness when experiencing changes in work tasks / environment; adjusts to work within new work structures, processes, requirements and cultures.

Effective Communication

Clear and effective two-way communication with a wide range of people, and in all situations in order to explain, persuade, convince and influence others.

Values (Kawa) and Behaviours (Tikanga)

Kaitiakitanga - Upholding responsibilities

We are committed to our responsibilities, delivering on our purpose and enhancing the wellbeing of the communities we serve.

We do this by:

- Honouring our commitments – we do what we say we will do.
- Being determined, resilient and learning from our mistakes.
- Focusing on being better at everything we do.
- Behaving in a way that is culturally respectful.
- Recognising and celebrating our achievements.

Manaakitanga – Honouring others and ourselves

We respect and care for each other and provide an environment where everyone can participate in a meaningful way.

We do this by:

- Appreciating one another's differences and demonstrating care and support.
- Respecting our individual wellbeing and mana.
- Taking action to develop meaningful working relationships, built on trust, respect and reciprocity.

Kotahitanga – Connecting people

We come together to improve the health and wellbeing of New Zealanders.

We do this by:

- Working collaboratively as one – paddling our waka in the same direction.
- Being generous with our knowledge and skills.
- Supporting and helping each other, being clear and kind.
- Having a positive mindset and embracing camaraderie.

Health and safety

Employees are expected to act responsibly and proactively as required by current health and safety legislation, and by:

- Identifying and reporting new hazards and incidents or accidents through Toi kupu.
- Undertaking health and safety training as required.
- Responding appropriately to emergency management and evacuations.

Careerforce purpose

Enabling the workforce to enhance people's health and wellbeing.

Variation of duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list, as it is not the intention to limit in any way the scope or functions of this position. Duties and responsibilities may be amended from time to time in agreement with your manager or the Executive Director Careerforce.