

Position Title:	Site Operations Coordinator- Grasslands
Reports To:	Operations and Programs Manager - Grasslands
Direct Reports:	None
Group:	Campus Services
Key Relationships:	Site Operations and Programs Manager, Facilities and Infrastructure Team, Campus Employees and Visitors, key supply stakeholders
Location:	Grasslands Campus, Palmerston North

WHO WE ARE

We are passionate innovators, dedicated to making a difference to the future of New Zealand by delivering world-leading research and through complex problem solving across diverse agricultural areas. We are respected by the scientific community for thought leadership, trusted by industry partners for the value we add to the sector, and admired by farmers and governmental stakeholders for all that we do to keep New Zealand at the forefront of global agricultural excellence.

We go beyond innovation to maintain AgResearch's role as a leading collaborator and contributor to New Zealand's worldwide agricultural reputation.

Our Vision is to drive economic prosperity by transforming agriculture while incorporating the fundamental concepts of sustainability, environmental responsibility and Vision Mātauranga.

POSITION SCOPE & PURPOSE

The Site Operations Coordinator is part of a customer and administration services team who provide daily support services to the Site Operations and Programs Manager, the wider Site Services team and other Facility Manager(s) where appropriate. The team works to develop and implement best practice and consistent procedures, ensuring that the level of service they provide to the campus is professional, effective and efficient and aligned to the strategic direction of AgResearch. Services provided are based on an understanding of client needs, which vary across the company, and the team actively seeks to improve the level of service by seeking, analysing and acting on direct feedback.

Whilst primarily focussing on the needs of the Grasslands Campus, the Site Coordinator is also expected to assist other administrative staff as required, both on this and on other AgResearch sites, thus fostering a 'One Administration' approach to ensure excellence is achieved in the delivery of support services across AgResearch.



KEY ACCOUNTABILITY AREAS

CAMPUS SUPPORT SERVICE

- Process visitors and contractors accurately through the electronic visitor system as per business standards and requirements.
- Maintain effective relationships with customers, providing an overall friendly, positive experience to our internal and external customers.
- Ensure that mail/courier processing is coordinated in a timely manner in accordance with current operating procedures. This will involve handling courier parcels and freight.
- Maintain agreed databases and information processing systems.
- Ensure Campus Security, Property and Emergency processes are kept accurate, current and compliant at all times.
- Monitor and coordinate regular service contracts including café, waste disposal, recycling depots and collection, hygiene servicing, confidential destruction, and pest control.
- Act as the first point of call for day-to-day matters regarding the on-site cleaners.
- Act as first point of call for all tenants on-site.
- Manage the on-site Function Centre.
- Provide back up for other Campus Services employees as directed by the Site Operations and Programs Manager.

ADMINISTRATION SERVICES

- Ensure that general office administration, relating to electronic and paper-based records, is carried out accurately.
- Record and enter all documents and information as per set standards, systems and procedures.
- Ensure that financial transactions and the ordering of resources or equipment are completed in an accurate and timely manner in accordance with standard procedures. This includes invoices, internal charges and other financial transactions as directed by the Site Operations and Programs Manager.
- Monitor monthly service use for tenants, input data and charge out accordingly.
- Monitor pool vehicles for usage, damage, compliance, and servicing.
- Assist with procurement activities, adhering to procurement process, drafting of procurement plans and assisting with sourcing of items and services.
- Attend meetings as directed by the Site Operations and Programs Manager in order to take minutes.
- Act as the administrator for on-site project work. Work with the project manager and project owner to ensure accurate financial and correspondence records are kept up to date.
- Have a working knowledge of the security system, maintain security cards and registers.
- Act as the administrator for the nursery booking system.



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- Ensure all compliance paperwork such as BWOF's, fire alarms tests reports, and 12A certification are electronically filed and up to date.


HEALTH AND SAFETY

- Maintains current knowledge of AgResearch's Health and Safety Management policies, systems, and procedures.
- Ensures awareness of own responsibilities and the procedures to follow in relation to health and safety.
- Identifies and reports any hazards, near misses or incidents as per prescribed policy and procedures.
- Demonstrates safe workplace behaviour by taking all practicable steps to ensure own and other's safety in the workplace.
- Attends scheduled Health and Safety training and development initiatives on a regular basis.

ORGANISATIONAL OBJECTIVES

- Applies prescribed project management methodology into all project work.
- Applies principles of continuous improvement by taking ownership for identification, analysis and investigation of work-related matters with the intent to improve, manage compliance and initiate best practice in our place of work.
- Actively participates in and contributes to performance conversations and personal development.
- Embraces the AgResearch Values framework and develops own behaviours to support these Values on a continuous basis.
- Takes responsibility for understanding and applying AgResearch policy, processes, systems, and procedures on a daily basis.
- Commits to accurate and timely information sharing and recordkeeping as per set organisational standards.
- Performs additional tasks, duties and/or responsibilities as directed by your people leader.
- Assists and supports AgResearch activities across different science groups and business units, as agreed with your people leader.

INFORMATION MANAGEMENT

- Ensure that all information created or received during the course of your work is managed as per  AgResearch Information Management policy. This includes naming, storing, classifying and ensuring it is available to other staff as per the policy.

OTHER

- Carries out any other duties as required by the Site Operations and Programs Manager.



PERSON SPECIFICATIONS

The person best suited to this position will possess the following:

EDUCATION & QUALIFICATIONS

- A relevant qualification related to Business Administration (Level 4), Customer Services and/or equivalent experience.
- Fully conversant with Microsoft suite of programmes – particularly Excel, Word and Outlook at an intermediate user level.
- Full drivers' licence.

CAPABILITIES & EXPERIENCE

- In-depth knowledge of customer service standards and procedures. At least three years' experience in front line customer and administrative service role.
- At least three years' experience using Microsoft computer systems to retrieve, capture and store information.
- Excellent interpersonal skills.
- High attention to detail.
- Ability to display excellent written and verbal communication skills.
- Proven experience and an understanding of business support processes.
- A high level of confidentiality when managing sensitive information.
- An affinity for performing routine administrative duties.
- Proven ability to process numbers and data efficiently and accurately.
- Experienced dealing with key contractors and contractor service agreements.
- Ability to deal calmly and efficiently with emergency situations.
- Ability to understand legislation and company policy and practice as applicable to the position, e.g. Health and Safety.



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COMPETENCIES

Organisational wide competencies – these are the competencies determined by the organisation as critical to every role.	
Accountability	Accepts responsibility for one's actions regardless of outcomes.
Caring About People	Displays sensitivity towards the attitudes, feelings, or circumstances of others.
Developing People	Provides support, coaching, training, and career direction to others.
Integrity	Acts honestly in accordance with moral or ethical principles
Driving Results	Accomplishes goals, completes tasks, and achieves results.
Leveraging Diversity	Respects and values individual differences to obtain a desired effect or result.
Relationship Building	Develops collaborative relationships to facilitate current and future objectives.
Self-Development	Actively acquires new knowledge and skills to remain current with and/or grow beyond job requirements.
Role based competencies – these are the competencies required to perform this role.	
Positive Attitude	Displays a positive disposition towards work.
Detail Focus	Performs work with care, accuracy, and attention to detail.
Flexibility	Changes direction as appropriate based on new ideas, approaches, and strategies.
Planning & Organising	Coordinates and directs activities to help achieve business objectives.
Processing Information	Gathers, organizes, and analyses diverse sources of information.
Listening to Others	Listens and restates the ideas and opinions of others to improve mutual understanding.
Taking Initiative	Takes action without needing direction from others.
Self-Management	Demonstrates appropriate motivation, attitude, and self-control.



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