

Front of House and Executive Coordinator

Function:	Administration
Reports to:	Senior Executive Assistant
Location:	Hawkes Bay
Arrangement:	Part time, Fixed Term (3 months – TBC)
Date:	June, 2026

Kaupapa | Purpose

Front of House and Executive Coordinator provides professional front-of-house, reception and administrative support services to J Block. The role is responsible for creating a positive and welcoming experience for students, staff, visitors and stakeholders while ensuring enquiries are managed efficiently and professionally.

Working closely with the Senior Executive Assistant, the role also provides coordination and administrative support to the Office of the Chief Executive, including meeting coordination, travel arrangements, financial administration and general office support. The role contributes to the efficient operation of both reception and executive support services through a proactive, customer-focused and organised approach.

Ngā Hononga Mahi | Working Relationships

Internal:	Chief Executive, Senior Executive Assistant, Executive Leadership Team, Office of the Chief Executive, Facilities and Operations, kaimahi across all campuses.
External:	Students (ākonga), visitors, Council members, industry representatives, partners, community stakeholders, suppliers and members of the public.

Mana Whakahaere | Resource Delegations

Financial:	N/A
People:	N/A

Ngā Mahi | Accountabilities

Reception Functions:

- Provide a professional and welcoming first point of contact to J Block for students, staff, visitors and external stakeholders.
- Receive, respond to and appropriately direct enquiries received in person, by telephone, email and online channels.
- Provide accurate information, assistance and referrals, ensuring enquiries are resolved or escalated appropriately.
- Maintain a high standard of customer service and manaakitanga in all interactions.
- Ensure reception areas and visitor information resources are maintained to a professional standard.
- Maintain awareness of EIT services, programmes and organisational information to support effective enquiry management.

- Provide accurate information or direct callers to the appropriate person or service area.

Executive and Administrative Support

- Provide administrative support to the Office of the Chief Executive and Executive Leadership Team as required.
- Coordinate travel, accommodation and meeting arrangements.
- Support meeting logistics, including room bookings, catering and technology requirements.
- Assist with preparation, formatting and distribution of documentation, presentations and meeting materials.
- Raise purchase orders and support invoice processing and reconciliation activities.
- Assist with stakeholder visits, meetings, events and functions.
- Maintain accurate records, filing systems and administrative documentation.
- Support the Senior Executive Assistant with the coordination of executive office activities.

Continuous Improvement and Compliance

- Identify opportunities to improve reception, enquiry management and administrative processes.
- Maintain confidentiality and comply with organisational policies and legislative requirements, including privacy and information management obligations.
- Participate in training, team meetings and organisational initiatives as required.
- Provide support and cover for other administration functions as required.

General Responsibilities:

- Comply with EIT policies and procedures.
- Contribute to a healthy workplace by implementing safe work practices and strategies to effectively manage personal wellbeing.
- Undertake additional responsibilities and tasks relevant to this position as requested by the manager.

Demonstrate commitment to:

Te Tiriti o Waitangi: Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre: Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity: Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence: Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga | Skills, Experience, Knowledge and Qualifications

Essential

- Demonstrated experience in reception, administration, customer service or office coordination roles within a professional environment.

- Strong interpersonal and communication skills, with the ability to engage confidently and professionally with a wide range of stakeholders.
- Proven ability to manage competing priorities, exercise initiative and work effectively in a busy environment.
- Well-developed organisational skills, with a high level of accuracy and attention to detail.
- Experience providing administrative and coordination support to managers, teams or business functions.
- High levels of discretion, professionalism and sound judgement when handling confidential or sensitive information.
- Proficiency in Microsoft Office applications and business systems.

Desirable

- Experience supporting executive, senior leadership or governance administration activities.
- Experience coordinating meetings, travel, events or stakeholder engagements.
- Experience with financial administration processes, including purchase orders, invoices or reconciliations.
- Experience in a tertiary education, public sector or service-based environment.

Ko EIT Tātau | Values

Herea te momoho | Inspire success:

- Support continuous learning and improvement through collaboration.
- Encourage innovation and challenge existing ways of working to achieve better outcomes.
- Recognise and celebrate the achievements of ākongā, kaimahi, and whānau.

Herea te tangata | Nurture whanaungatanga:

- Build and maintain genuine relationships through manaakitanga, care, respect, and generosity.
- Honour wairuatanga by recognising and respecting diverse identities, perspectives, and needs.
- Work collaboratively in service of ākongā and communities, demonstrating kotahitanga to achieve shared goals and outcomes.

Herea te mana | Act with integrity:

- Act with honesty and integrity, doing what is tika and pono, even when it is not easy.
- Uphold the mana of others through respectful, trustworthy, and principled interactions.

Herea te pono | Be committed:

- Make sustained contributions toward shared goals and outcomes, aligned to a collective kaupapa.
- Take accountability for actions, impact, successes, and challenges.
- Maintain personal wellbeing and support the oranga of others to remain resilient in times of change.