

POSITION DESCRIPTION

Port Nelson -The Region's Gateway to the World



ADMINISTRATION AND COMMUNICATIONS SUPPORT

Reports To	Communications and Engagement Manager
Location	Nelson
Key Relationships	Internal: Communications and Engagement Manager Executive Assistant Senior Management Team Wider PNL Team External: Community Customers Suppliers Vendors
Direct Reports	Nil
Delegated Authority	As per delegated authority guidelines.

SECTION A – OUR ORGANISATION

Port Nelson is owned by Infrastructure Holdings Limited which is owned equally by Nelson City Council and Tasman District Council. Our purpose is to facilitate regional prosperity, *Kia āhei ki te kōkiri whakamua ki te taumata ā-rohe*.

Port Nelson is the maritime gateway for Te Taihū – a vital hub for economic activity and a key facilitator of our region's continued growth and prosperity. We are solution-focused offering world-class customer-orientated services alongside a highly experienced and knowledgeable team.

The values by which we operate our business are best described by the acronym ASPIRE, standing for:

ACCOUNTABILITY

To be accountable for our actions, our performance and outcomes.

SAFETY

To act in a manner that prevents the risk of injury or danger.

PASSION

To maintain a powerful and compelling enthusiasm about what we do at Port Nelson.

INTEGRITY/ HONESTY

To be truthful, upright and act according to what is right.

RESPECT

To hold the people around us in high esteem and show consideration

EXCELLENCE

To continually strive to be the best at what we do.

SECTION B – POSITION PURPOSE

To provide reliable, accurate and practical administration, event coordination and communications support to the Communications and Engagement Manager and wider Port Nelson Ltd (PNL) business. The role ensures everyday office activities are completed efficiently, supports the professional delivery of company and community events, and assists with communications production and channel administration under the direction of the Communications and Engagement Manager.



SECTION C – KEY ACCOUNTABILITIES

Key Accountabilities	Task
Office and business administration	• Answer phones and take or redirect messages. • Open and distribute daily mail and deliveries, and organise courier packages. • Monitor the PNL Info mailbox daily and redirect enquiries promptly to the appropriate team. • Maintain office stationery, kitchen consumables, catering supplies and other agreed stock levels and maintain relationships with suppliers. Keep associated storage areas orderly. • Coordinate periodic kitchen and facility requirements with relevant internal teams and suppliers. • Support the maintenance of staff PPE supplies in the Head Office, working with the workshop team for ordering as required. • Coordinate travel, catering, meeting arrangements, vehicle bookings and key security as required. • Ensure the Training and Development Centre kitchen, storeroom and meeting spaces are ready for use and appropriately stocked. • Maintain the Communication store cupboard, track inventory and re-stock as needed. • Manage team invoices, including processing, coding, tracking approvals and ensuring timely payment. • Provide practical administrative assistance to teams, including document reformatting, printing, collation and preparation of materials. • Provide agreed administrative support to the Executive Assistant and Senior Management Team, including leave cover, meeting minutes and publishing board papers when required.
Event coordination	• Provide hands-on support for company, customer and community events, including quarterly BBQs, the charity golf day, customer functions, open days, port tours and the company function. • Maintain event plans, task lists, budgets, supplier details, invitations, registrations and run sheets. • Coordinate approved venues, catering, equipment, collateral, attendee information, set-up, delivery and pack-down. • Follow up agreed actions, monitor deadlines and raise risks, delays or decisions early. • As capability develops, coordinate agreed events from planning through to delivery, with the Communications and Engagement Manager retaining strategic oversight and approval of key decisions. • Complete event close-out activities, including records, invoices, feedback and practical recommendations for future events.
Communications production and channel support	• Format and proofread communications, presentations and publications using approved content, templates and brand standards. • Prepare toolbox notes, internal updates and other materials from information and direction supplied by the Communications and Engagement Manager or relevant business team. • Schedule or publish approved social media content and support the day-to-day administration of communications channels.



	• Maintain internal channels including Gateway (Intranet site), breakroom screens and newsletter formatting. • Support production of corporate publications, including the annual report, Statement of Corporate Intent and other agreed publications. • Maintain communications calendars, trackers, project records, collateral inventories and monthly activity reporting. • Monitor media coverage and compile accurate records and reports as required. • Monitor the communications email inbox and ensure enquiries are directed or escalated appropriately. • Make minor updates to approved Canva templates.
Community and customer administration	• Coordinate administration for community activities, sponsorship requests and port tours. • Log incoming sponsorship requests and prepare complete information for consideration by the sponsorship committee. • Support customer administration, including CRM updates, survey coordination, customer gifts and promotional collateral. • Maintain accurate records and follow up agreed community and customer actions.
Planning, tracking and continuous improvement	• Use agreed task lists, calendars and tracking systems to keep priorities, deadlines and progress visible. • Confirm priorities when competing requests arise and advise the manager early when delivery dates are at risk. • Identify practical improvements to administration, event and communications support processes. • Complete other reasonable coordination, project or administrative duties as required.
Health & Safety	• Commitment through action, participation, consultation and support of the workplace Health & Safety Management Plan • Report all hazards to your Supervisor relevant to plant, equipment, machinery, materials, the working environment and work method • Report all incidents/accidents to your Supervisor including near miss and damage incidents • Be committed to the safety objectives of working safely thereby not endangering self or fellow workers by any act or omission within the job

SECTION D – KNOWLEDGE, SKILLS & EXPERIENCE

Qualifications	• NCEA Level 3 or equivalent experience. • An administration, events, business or communications qualification is desirable but not essential.
Experience	• Demonstrated experience in administration, office coordination, project support, customer service or a similar role. • Experience supporting or coordinating events, functions or activities involving multiple contributors and deadlines. • Experience producing accurate documents, presentations, trackers or communications using Microsoft 365. • Experience in communications, social media administration or Canva is useful but not essential.



Skills and Knowledge	• Strong working knowledge of Microsoft Word, Outlook, PowerPoint, Teams and Excel. • High standard of written English, proofreading, document formatting and numerical accuracy. • Ability to organise several concurrent tasks and maintain routine responsibilities while priorities change. • Confidence learning business systems, shared mailboxes, intranet tools and CRM platforms. • Sound judgement about what can be completed independently and what requires approval or escalation. • Practical supplier, customer and stakeholder coordination skills. • Ability to maintain confidentiality and handle information appropriately.
Personal Attributes	• Takes genuine pride in practical, behind-the-scenes work and consistently completes small details well. • Reliable and thorough, with strong follow-through and a habit of checking work before it is finalised. • Calm and organised when managing competing deadlines, events and last-minute changes. • Comfortable working in a support role where some decisions and final approvals remain with the manager. • Open to detailed feedback and able to apply it consistently. • Communicates early about workload, uncertainty, risks or delays. • Proactive within agreed boundaries and willing to ask questions when expectations are unclear. • Service-oriented, courteous and able to build effective working relationships across PNL. • Flexible, practical and willing to assist where needed.

ACKNOWLEDGEMENT

I accept this job description identifies the key elements of the job for which I am accountable.

Confirmed by Employee

Signed:

Date:

