

POSITION DESCRIPTION

POSITION DETAILS

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| Position: | Business Support Hub Coordinator |
| Division: | People and Capability |
| Location: | Port Taranaki – New Plymouth |
| Reports to: | General Manager, People and Capability |
| Date: | June 2026 |

PURPOSE

The Business Support Hub Coordinator provides high-quality, centralised coordination and administrative support across the organisation, with primary support to the Commercial team. The role enables efficient and well-organised business operations by coordinating activities, supporting stakeholder engagement, and maintaining high-quality systems and information. It contributes to a consistent, professional experience for both internal teams and external stakeholders, while supporting flexible, cross-functional delivery across the organisation.

OUR VALUES

Our values guide us on how we act with one another and how we make decisions within our business. Demonstration of these values will be key to success in this role:

Our people come first: we take care of each other and our communities.

Integrity guides us: we trust each other and act with respect and honesty, even when it is challenging.

We embrace the future: we strive for improvement through innovation and learning.

We collaborate to succeed: we work as a team, helping each other succeed.

KEY RESPONSIBILITIES

Business Support & Office Coordination

- Provide high-quality coordination and administrative support, with primary support to the Commercial team
- Coordinate day-to-day business activities including meetings, events, communications, and general administrative requirements
- Support the delivery of a centralised Business Support Hub model by providing flexible, responsive support across multiple teams, adapting to changing organisational priorities
- Contribute to efficient business operations by organising tasks, workflows, and services across the hub and wider organisation.

Customer & Stakeholder Support

- Support property leasing and tenant management activities, including rent renewals, rent reviews, and coordination with legal and valuation providers.
- Coordinate and support engagement with tenants, stakeholders, iwi, and community groups, contributing to positive and professional relationships
- Assist in delivering Port Taranaki's community engagement and sponsorship activities, ensuring initiatives are well organised and aligned with strategic priorities
- Facilitate meetings, forums, and stakeholder interactions to ensure they are well prepared, professionally delivered, and outcome-focused
- Provide administrative and coordination support for property and stakeholder services, ensuring continuity and responsiveness.

Business Systems & Records Management

- Maintain accurate, structured, and reliable business information across commercial, property, and stakeholder systems
- Support the effective use of CRM and related systems as a central source of truth for stakeholder, customer, and contract information
- Maintain high-quality records and documentation in line with company standards and records management practices
- Support reporting and insights by maintaining data integrity and contributing to visibility across commercial and stakeholder activities
- Contribute to continuous improvement in how systems and information are used across the organisation.

Communications & Coordination Support

- Support the delivery of stakeholder and customer communications, including coordinating campaigns, updating digital channels, and preparing materials
- Assist in maintaining accurate and relevant website and electronic communications (e.g. EDMs)
- Contribute to a consistent and professional external presence aligned with engagement objectives.

Board & Administrative Support

- Support governance processes by coordinating Board-related activities and ensuring timely, high-quality administrative delivery
- Assist in preparing meetings, events, and internal communications to support alignment and smooth operations across teams

Health and Safety

- Actively participate in health, safety, and environmental initiatives and comply with company policies and procedures
- Identify and report close calls, hazards, and opportunities for improvement
- Take responsibility for your own safety and the safety of others
- Maintain awareness of critical risks and follow all lifesaving rules

Additional Duties

- Provide flexible support across the Business Support Hub, Commercial team, and wider organisation as required
- Contribute to process improvements and continuous enhancement of Business Support Hub services
- Maintain and enhance professional capability through ongoing learning and development

EXPERIENCE, QUALIFICATIONS AND SKILLS

Qualifications and Experience

Essential

- Experience in administration, office coordination, business support, or stakeholder support roles
- Full New Zealand Driver's Licence

Desirable

- Experience working with customers, stakeholders, suppliers, or contractors
- Experience with property, commercial, or contract administration activities
- Experience using Customer Relationship Management (CRM) systems
- Experience supporting cross-functional teams or shared service environments
- A relevant qualification in business administration, office management, or a related field

Specific knowledge, skills, and abilities

Essential

- Strong customer service focus, supporting both internal and external stakeholders
- Well-developed administration and coordination skills
- High attention to detail and accuracy
- Ability to manage competing priorities and meet deadlines
- Strong written and verbal communication skills
- Confidence working with digital business systems, including Microsoft 365
- A proactive approach with a continuous improvement mindset

Desirable

- Experience using CRM systems to manage stakeholder, customer, or contract information
- Strong working knowledge of SharePoint, including document management and collaboration practices
- Experience maintaining structured business data and supporting reporting or insights
- Experience in commercial, property, or stakeholder-focused environments
- Experience operating within a shared services or business support model