



Position Description

Village Administration and Operations Coordinator (RVL)

Reports to:	Retirement Village Manager
Direct reports:	NA
Significant working relationships:	Facility Manager – Peacehaven Village Coordinators – all sites Potential and existing residents and their whānau Property and Maintenance Team
WHY ARE WE HERE?	
<p>Our vision is a community where all people can make the most of their strengths and feel included, valued and safe.</p> <p>To make this vision a reality, we assist and encourage people facing life’s challenges. We provide a range of services in response to the changing needs of individuals and family/ whānau in the wider community of Southland.</p>	
WHY THIS ROLE EXISTS	
<p>To coordinate and deliver high-quality, administrative and operational support that enables a positive and well-run retirement village environment. Delivering coordination of key functions that support resident wellbeing, village sustainability and a safe inclusive and respectful retirement living community.</p>	
WHAT WILL YOU DO?	
<p>Based at Peacehaven Village, you will coordinate the delivery of high quality administrative, and operational support to ensure the smooth and efficient day to day functioning of the village. You will coordinate the end-to-end administration of ORA sales and tenancies, supporting strong village occupancy and ensuring compliance with statutory and organisational requirements.</p> <p>You will be a key point of contact for prospective and existing residents and their whānau. You will coordinate a smooth, informed and welcoming transition into village life. You will maintain accurate resident and village records, coordinate village communications, and assist with the preparation of information required for audits, reporting and statutory obligations.</p> <p>You will also support the coordination of village activities, meetings and continuity across village operations, contributing to a safe, inclusive and well-run retirement village environment that enhances resident wellbeing and experience.</p>	
HOURS OF WORK	
30 hours per week	

KEY TASKS	PERFORMANCE STANDARD
Administration	<p>Provide high-quality administrative coordination across the full resident lifecycle, including ORA transactional administration , unit transfers, terminations, bonds, refunds and associated correspondence.</p> <p>Review, maintain and improve village administrative systems, processes and documentation to ensure alignment with the Retirement Villages Act, Code of Practice, and organisational requirements.</p> <p>Prepare, maintain and manage resident records and village documentation, ensuring confidentiality, version control and audit readiness at all times.</p> <p>Coordinate preparation for and participate in Retirement Village Association (RVA) audits and any other operational or compliance reviews, including collation of documentation and follow-up actions.</p> <p>Assist with the preparation and coordination for the village Annual General Meeting (AGM) including notices, documentation, logistics and post-meeting records.</p> <p>Support accurate reporting, statutory returns and internal reporting requirements by preparing, maintaining and providing relevant administrative information as needed.</p> <p>Coordinate the development of sales, marketing and promotional material to support village occupancy and engagement</p> <p>Organise and coordinate regular village meetings, including agenda preparation, accurate minute taking, action tracking and timely distribution of records.</p> <p>Prepare and distribute the weekly village newsletter and other communications as needed.</p> <p>Support and coordinate the development of sales, marketing and promotional material to support village occupancy and engagement.</p>
Resident and Operational Support	<p>Demonstrate courteous, respectful and professional interactions with residents, their whānau, colleagues and stakeholders, ensuring enquiries and issues are responded to promptly and appropriately.</p> <p>Liaise with relevant teams to support unit refurbishments where required, ensuring timely turnaround for resale or re-occupation.</p> <p>Coordinate and undertake the orientation and induction of new village residents , ensuring they feel welcomed, informed and supported to understand village processes and expectations.</p> <p>Maintain up-to-date knowledge of relevant retirement village legislation, standards, codes of practice and sector developments, and apply this knowledge to daily administrative and operational activities.</p> <p>First point of contact for village enquiries, maintaining accurate and up-to-date expressions of interest records.</p>
Resident Experience	<p>First point of contact for village enquiries, maintaining accurate and up-to-date expressions of interest records.</p>

	<p>Consistently deliver a high standard of customer service, building trust, rapport and positive working relationships with residents, families and internal and external stakeholders.</p> <p>Support residents and their whānau throughout the full sales lifecycle, from initial application and move-in through to contract termination and move-out.</p> <p>Provide input into and assist in the delivery of the village activities programme to maximise resident satisfaction.</p> <p>Encourage diversity and inclusion and ensuring that cultural needs are identified and supported where possible.</p> <p>Ensure new resident induction and orientation is warm, welcoming and completed in a timely manner.</p> <p>Proactively collaborate with the Retirement Village Manager to address and resolve resident concerns early, supporting timely resolution and minimising complaints.</p> <p>Coordinate village open days and unit open homes, including the staging, presentation and readiness of units</p> <p>Work with kitchen team to co-ordinate catering requirements for village events.</p> <p>Provide support for daily meals services as required.</p>
Health and Safety at Work Act 2015	<p>Understand and meet your personal obligations under the Health and Safety at Work Act 2015.</p> <p>Be aware of your responsibility to report an incident, accident, hazard or near miss and ensure reporting is carried out</p> <p>Adhere to all Health and Safety policies and procedures implemented by Presbyterian Support Southland and actively participate in health and safety improvement initiative.</p>
Treaty of Waitangi	<p>PSS is committed to being a treaty responsive organisation. We strive to honour Te Tiriti o Waitangi, accord value to te ao Māori (the Māori world) including appropriate tikanga and kawa and are responsive to the needs of the Māori hāpori (community). Our expectation is that you will participate in initiatives to embed te ao Māori into the way we do things. You are willing to develop and build your own confidence and capability to contribute to the organisations Haerenga (Cultural journey).</p>
Other Duties	<p>Undertake other duties that reasonably fall within the scope, skills and responsibilities of the role, as requested and in consultation with the Manager.</p>

WHAT YOU BRING TO THE ROLE

Competency	Definition
------------	------------

Respect – Manāki ● Compassion – Aroha ● Family – Whānau Whānui ●
 Community - Iwi whānau/Hāpori ● Accountability – Whakatau tika

Operational Administration and Coordination	Demonstrates strong organisational, time-management and coordination skills, with the ability to effectively prioritise competing demands and manage workloads to meet deadlines. Displays a high level of accuracy and attention to detail, alongside sound judgement and problem-solving capability. Works effectively under pressure, follows tasks through to completion, and takes ownership for outcomes. Operates as a proactive self-starter with a strong work ethic and commitment to delivering work to a high standard.
Communication	Communicates clearly, confidently and respectfully, both verbally and in writing, adapting style and language to meet the needs of diverse audiences, including residents, whānau, and colleagues. Demonstrates active listening skills, is attentive to verbal and non-verbal cues, and responds thoughtfully and professionally. Ensures information is conveyed accurately, sensitively and in a timely manner to support understanding, trust and positive relationships.
Customer Service	Demonstrates a professional, values-driven approach and a strong commitment to high-quality customer service. Builds rapport and trusted relationships through active listening, empathy and integrity. Delivers work to a high standard and provides practical solutions that balance resident needs with organisational requirements and obligations.
Engagement	Brings energy, enthusiasm and a positive attitude to their work. Proactively contributes to a welcoming, inclusive and supportive village environment and demonstrates genuine interest in enhancing the day-to-day experience of residents, whānau and colleagues.
Empathy	Demonstrates genuine care, compassion and respect for residents with a strong commitment to supporting residents to maintain their independence, dignity and wellbeing. Builds trusting, relationship-based connections with residents and their whānau to support a positive and fulfilling retirement living experience.
Technical Knowledge	Has an understanding of administrative requirements in a regulated environment and is willing to learn about retirement village legislation, codes of practice and organisational obligations as part of the role. Demonstrates confidence using common Microsoft products such as Outlook, Word and Excel, with the ability to learn new systems and digital tools. Is open to learning, adapts to change, and uses technology to support efficient administration, reporting and resident services.
Teamwork/ Collaboration	Works collaboratively to support team and organisational goals, valuing the contributions of others and engaging constructively in shared decision-making. Communicates openly, builds positive working relationships, and places collective outcomes above personal priorities.
Operational Leadership	Provides day-to-day coordination and guidance to support the smooth operation of the village. Acts as a reliable point of contact and positive cultural role model, willingly sharing knowledge, supporting colleagues and contributing to a consistent and values-aligned village environment.

--	--

EXPERIENCE / QUALIFICATIONS

- Demonstrated experience in an administrative, coordination or customer-facing role within a regulated or service-based environment, ideally in a retirement village, aged care, housing, health or community services setting.
- Experience coordinating or supporting Occupation Right Agreement (ORA) sales processes, tenancies, contracts, or comparable regulated agreements and documentation.
- Sound working knowledge of, or the ability to quickly develop knowledge of, the Retirement Villages Act, Retirement Villages Code of Practice, and related statutory and compliance requirements.
- Proven ability to manage complex administrative processes with high levels of accuracy, confidentiality and attention to detail, including resident records, contracts, correspondence and reporting.
- Experience working with multiple stakeholders, including residents, whānau, managers and operational teams, while maintaining professionalism and strong customer service standards.
- Confidence using administrative systems and digital tools to maintain records, track actions and support audit and reporting requirements.
- Full, current Drivers Licence.
- First Aid Certificate - or willingness to obtain this.

Agreed by

Job holders signature

Date

Managers signature

Date