

POSITION DESCRIPTION

Port Nelson -The Region's Gateway to the World



COMMUNICATIONS AND ADMINISTRATION SUPPORT

Reports To	Communications and Engagement Manager
Location	Nelson
Key Relationships	<p>Internal:</p> <p>Communications and Engagement Manager</p> <p>Executive Assistant</p> <p>Senior Management Team</p> <p>Wider PNL Team</p> <p>External:</p> <p>Community</p> <p>Customers</p> <p>Suppliers</p> <p>Vendors</p>
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 Tauihu – 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 <i>To be accountable for our actions, our performance and outcomes.</i>	SAFETY <i>To act in a manner that prevents the risk of injury or danger.</i>	PASSION <i>To maintain a powerful and compelling enthusiasm about what we do at Port Nelson.</i>
INTEGRITY/ HONESTY <i>To be truthful, upright and act according to what is right.</i>	RESPECT <i>To hold the people around us in high esteem and show consideration</i>	EXCELLENCE <i>To continually strive to be the best at what we do.</i>

SECTION B – POSITION PURPOSE

To provide communication and administration support to the Communications and Engagement Manager, senior management team and wider business.



SECTION C – KEY ACCOUNTABILITIES

	Key Accountabilities	Task
Administration	Reception	<ul style="list-style-type: none"> • Meet and greet visitors • Answer phones • Take messages
	Admin Building Administration	<ul style="list-style-type: none"> • Open daily mail and distribute • Distribute deliveries • Organise courier packages • Manage and organise office stationery inventory including keeping stationary room tidy and clean and ordering supplies for admin building • Manage Corporate Hygiene Matters such as: <ul style="list-style-type: none"> ○ arrange with cleaners to clean fridges on periodic basis in discussion with the Property and Admin Officer. ○ Keep kitchen stocked with dry goods, kitchen consumables ○ Maintain Storeroom in Admin building for all staff PPE • Ensure all PPE supplies are ordered via workshop team as required • Organise travel arrangements as required • Organise catering matters as required • Management of admin car bookings and key security for all admin cars • Manage, on a daily basis, the PNL Info Mailbox and redirect all queries to the appropriate teams • Assist the Executive Assistant & Senior Management Team with administrative tasks as required e.g. providing leave cover for the Executive Assistant, publishing board papers as required
	Training & Development Centre Administration	<ul style="list-style-type: none"> • Ensure T&D Centre kitchen and storeroom are clean and tidy at all times ready for meetings • Ensure catering stocks (dry goods) are maintained in kitchen
	Events & Social Gatherings	<ul style="list-style-type: none"> • Assist Communications & Engagement Manager where required with all company functions, this includes but is not limited to; <ul style="list-style-type: none"> ○ Quarterly BBQs ○ Golf Day ○ Customer functions ○ Open Day & port tours • Company function support
Communications & Engagement	Communications & Engagement Support	<ul style="list-style-type: none"> • Support the development and implementation of the internal and external communication and engagement plans for Port Nelson. Collaborate with various business units (health and safety, environment, people team etc) to support communication activities as agreed with Manager including: <ul style="list-style-type: none"> ○ Proof reading communications ○ Formatting documents ○ Internal initiatives e.g. safety and wellbeing ○ General administration and project support • Track communication projects and initiatives through reporting software and provide monthly reporting on projects and communication activities • Prepare company presentations • Support the development of the Port's corporate publications including: annual report, statement of corporate intent, and other publications as required



		<ul style="list-style-type: none"> Support the management of Port Nelson's brand and promotional collateral Support the management of PNL's Internal Communication Channels including: <ul style="list-style-type: none"> Intranet Site: Gateway Breakroom Screens Monthly company newsletter formatting
	Media Support	<ul style="list-style-type: none"> Support the management of all communication channels including social media and post regularly Track PNL media exposure and compile reports as required Manage the communications email inbox
	Community Support	<ul style="list-style-type: none"> Support the organisation of community events and port tours Provide support for Port Nelson's sponsorship activities including managing incoming sponsorship requests and compiling requests for sponsorship committee
	Customer Support	<ul style="list-style-type: none"> Support the management of the CRM system Assist in the implementation of surveys Support customer-related work including organising customer gifts
General	Health & Safety	<ul style="list-style-type: none"> 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
	Continuous Improvement	<ul style="list-style-type: none"> Supporting continuous improvement by actively identifying ways (i.e. ideas) to improve how we operate at PNL Any other project work or duties that may reasonably be required

SECTION D – KNOWLEDGE, SKILLS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> NCEA Level 3 or an equivalent and/or recognised accreditation Communications Qualification (desirable)
Experience	<ul style="list-style-type: none"> Ability to demonstrate administration/accounts experience (desirable) Ability to demonstrate communication/media experience (desirable)
Skills and Knowledge	<ul style="list-style-type: none"> Proven ability to work to tight timeframes Microsoft Excel, Word and Outlook experience Solid computer literacy and data input skills Above average numerical accuracy Above average understanding and experience of online communications and social media platforms Strong interpersonal and relationship management skills Proven CRM understanding Sound knowledge of communications and engagement tools, techniques and channels Excellent written and verbal communication skills Proficient use of Canva (desirable)



Personal Attributes	<ul style="list-style-type: none"> • Ability to work well and remain calm under pressure • Ability to communicate effectively • High degree of accuracy • Flexible attitude to work • Well organised • Ability to work well as a team member • Pleasant, courteous manner • Strong customer focus
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ACKNOWLEDGEMENT

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

Confirmed by Employee

Signed:

Date:

