



POSITION DESCRIPTION: OPERATIONS COORDINATOR

Events & Alumni

Position: Operations Coordinator (aka “Arranger of Awesome”)

Location: Wellington

Reports to: Operations & Events Manager

Date prepared: November 2021

Key Purpose of Role

The Operations Coordinator is part of the team that is the engine that runs our charity. The purpose of this role (and team) is to provide support to all aspects of the business as well as to our external stakeholders. It's a bit customer service, a bit logistics and a bit operations all in one. No two days are the same. This role suits someone who likes variety, is a team player and wants to be part of a national charity with a clear purpose.

Key Responsibilities of Role

The role is a multi-faceted role as is necessary to support so many internal functions.

- Customer Service (internal & external customers)
- Operational Support
- Administration Support

This role also has key focus areas of support in the following areas

- Event Support
- Alumni Programme Support

The Operations Coordination team has an overall team leader that takes responsibility for ensuring the team is working collaboratively with each other and that all tasks are managed efficiently and effectively

Customer Service

- Respond to online and phone requests from stakeholders including teachers, students and sponsors
- Proactively contact stakeholders about programmes, resources, events and services

Event Coordination

- Assist in the preparation and organization leading up to events
 - Assist in the delivery of events
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- Participate in event debriefs
- Assist in organising travel and accommodation for staff, speakers, student and/or teachers for events
- Taking on organising smaller events and functions

Alumni Programme Support

- Collecting Content for Alumni Sharing Space
- Contacting and interviewing alum for alumni stories
- Assisting in the planning and execution of alumni events
- Assisting with the logistics of the Alumni Advisory Group (AAG)
- Helping to deliver the alumni strategy for the organisation

Administration Support

- CRM management including data entry, collating and analysing information
- Completion and follow through on tasks logged through the task management system
- General administration support for all areas of the business

General responsibilities

All team members of the Trust are expected to work from time to time in areas beyond their core responsibilities. This may include, but is not limited to:

- Assisting other team members during busy times.
- Assisting in recruiting and retaining schools with visits, phone calls or other interactions.
- Assisting in looking after sponsors, funders and donors.
- Acting as a supporting or lead facilitator (depending on experience) for any of the Trust's facilitated programmes or student events.
- Assisting in any of the Trust's events including logistics (before and during the event) and looking after stakeholders at the event.
- Assist in the logistical needs of any programmes
- Create, edit & update resources or collateral for any events or programmes

Skills and Experience

Essential skills required for this role are:

- Excellent interpersonal skills – you are our front-line customer service, both on phone and online
- Organisational skills – this is a multi-faceted role and the ability to prioritise is critical
- Teamwork – the ability to work with other team members, internally and externally
- Ability to work under pressure – because there are times when it's just all go
- Good oral and written communication skills – to engage our stakeholders

- Problem solving - eager to jump in and find the root of the problem and finding the best solution to make our stakeholder lives easier
- Initiative - being a lean charity there is always things to do, so seeing these opportunities and pitching in is important

A successful candidate must have:

- Proficient computer skills – in Word, Excel, PowerPoint and Outlook
- Customer service experience

It would be useful if the candidate has:

- Experience with databases or CRM systems
- Computer skills with Adobe design suite, Mailchimp, Canva and /or Survey Monkey
- Web administration experience with a Content Management System
- Experience using social media for a business function

Key Attributes

As a lean, nimble charity it is important for all team members to balance the tensions between thinking and doing, between being self-sufficient and working as a team player. As such, it is important that you are:

- **An innovator** – thinking of new things, thinking strategically
- **Improvement orientated** – always looking at how we do things better
- **A hustler** – a multi-tasker who rolls up your sleeves and gets things done (a “GSD” attitude)
- **Results orientated** – knowing how to prioritise so that you focus on achievement over activity
- **Flexible** – because no two days are alike, and everyone chips in wherever is needed
- **Customer focused** – because we exist for our students. And we only achieve what we do because of our extended family (funders, teachers, partners, volunteers, alumni and other stakeholders).

Brand Values

Our brand values are very important to us, and we look for these attributes in everyone who works for us:

- **Love What You Do** – working for Young Enterprise is more than having a job or a career, it is about having purpose and passion
- **Connect & Collaborate** – our strength lies not just in how we work together as a team, but how we connect with our “extended family” and collaborate with like-minded organisations and individuals
- **Try New Stuff** – we model ourselves on the start-up ecosystem we are trying to help build. We love pilots and value the ability to innovate but also accept failures and the need to pivot
- **Make It Real** – theory only goes so far. The best learnings, for our students and ourselves, is an authentic one where the experience is real
- **Aim for Awesome** – because that’s what makes all of the above great.