

**Business Coordinator**

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## About Whaikaha - Ministry of Disabled People

### Our Purpose

At Whaikaha, we want an Aotearoa New Zealand where disabled people and tāngata whaikaha Māori are thriving.

We work with Deaf, disabled people, tāngata whaikaha Māori and Turi Māori, their families, whānau and communities, to drive real and meaningful change.

We can achieve more impact by working with others, so collaboration and relationship building across central and local government, businesses, iwi and hapū Māori, is key.

### Our working environment

Our team reflects the communities that we serve, and this is a strength we draw on in our everyday work. We care about the wellbeing and success of our people and seek to provide a supportive and inclusive working environment. We are committed to meeting the accessibility needs of our people through reasonable accommodations.

### Working in the Public Service

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting both the current Government and successive governments to develop and implement their policies, as well as with its relationships with Māori under the Treaty of Waitangi.

### Te Tiriti o Waitangi

Te Tiriti o Waitangi (the Treaty of Waitangi) underpins our work, and we are committed to giving effect to Te Tiriti through kāwanatanga, rangatiratanga, and ōritetanga. Whaikaha values and supports the voices of tāngata whaikaha Māori, Turi Māori and recognises them in the context of their whānau, hapū and iwi.  Our team works alongside tāngata whaikaha Māori, Turi Māori, whānau, hapū, iwi and communities to affirm their aspirations and work together to give effect to Te Tiriti.

## Your place in Whaikaha

The Business Coordinator reports to the Manager, Corporate Services within the Corporate Services team, which sits in the Strategy and Enablement Business Group.

Strategy and Enablement designs and delivers tools, supports, and services that enable effective delivery and to become an employer of choice for disabled people.

## About the role

The Business Coordinator provides high quality administrative and business support across Whaikaha. This role ensures Whaikaha has systems, processes and procedures to effectively deliver its functions through providing administrative solutions that add value. The Business coordinator is expected to provide specialisation in the booking of events and supporting transactions, NZSL interpreter bookings, financial transaction processing and formatting documents for accessibility.

**The Business Coordinator will provide the following services:**

Administrative support:

* Maintain a shared SharePoint drive ensuring it is up to date, consistent and easy to use.
* Prepare, format and maintain documents, including reports, policies, processes, procedures and correspondence - specifically to ensure accessibility for external audiences.
* Work collaboratively with other Administrative and Executive Assistant team members to provide integrated and seamless support across Whaikaha.
* Support People and Culture functions such as onboarding, training coordination and employee engagement activities.
* Schedule and provide event management support for internal and external meetings and activities.
* Book New Zealand Sign Language (NZSL) interpreters specifically for more complex meetings and events.
* Provide printing or photocopying support as required.
* Arrange travel and accommodation bookings.

#### Business systems

* Maintain up to date knowledge of the Ministry’s business systems and be able to effectively trouble shoot/resolve common issues.
* Maintain complete, concise and up-to-date information in business systems to ensure a consistent experience.
* Promote efficient and effective administrative systems, policies and processes.
* Seek opportunities for continuous improvement to streamline processes. Develop tools and frameworks to increase effectiveness.

#### Financial

* Process invoices for approval and payment.
* Support staff with the expense claim process, arrange reimbursements, and prepare monthly credit card reconciliations.
* Reconcile taxi-charge and travel statements.
* Assist with monthly accruals.
* Pull financial reports for business groups and programmes where required.

#### Facilities

* Maintain a knowledge base of processes for property services and facilities operations enabling smooth provision of these services.

#### Relationship Management

* Build and maintain collaborative and positive relationships across Whaikaha.
* Establish and maintain sound working relationships with key external contacts as required.

#### Embedding accessibility

* Contribute to a culture of accessibility through working actively to identify and remove barriers that may exist in Whaikaha systems and processes.

#### Embedding te ao Māori

* Embed Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti) into the way we do things at Whaikaha.
* Continuously build experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

#### Contribute to our team - Whaikaha team player

* Champion and contribute to a safe, respectful and accessible workplace culture. Embrace your role as a good Whaikaha team player by showing genuine care for each other, our mahi and the disabled community we serve.
* Take personal responsibility for the wellbeing, health and safety of yourself and others. Follow safe working practices, report all incidents, hazards, and near misses, and familiarise yourself with how to respond in case of an emergency.
* Stay informed about emergency management and business continuity plans relevant to your business unit and team. Understanding these plans will help you respond appropriately in critical situations.
* Familiarise yourself and comply with all Whaikaha policies, procedures, and guidelines.
* Perform other duties as may be reasonably required from time to time.

## What you will bring

We are committed to building and maintaining a diverse, inclusive and accessible workplace. While this section contains guidance as to the potential requirements for the role, it is not determinative or a complete list. We value the unique skills, strengths, perspectives and experiences that a diverse range of people may bring and will work with our people to make any reasonable accommodations needed to ensure they have a work arrangement suited to their specific needs.

To undertake this role successfully the incumbent will:

* Be a disabled person, tāngata whaikaha Māori, or have lived experience as whānau, or be able to establish credibility and trust with the disability community, as well as having empathy and a deep understanding of the unique and diverse experiences of disabled people.

#### Qualifications, experience and knowledge

* Experience providing coordination and/or administrative support across functions within a complex environment.
* Knowledge and experience of budget and financial processes, such as invoice processing and expense reimbursement.
* Experience providing stakeholder support and solutions, in a continuous improvement focused environment.
* Demonstrated experience and knowledge of Microsoft tools and products - and applying them to ensure accessibility.
* Experience working under pressure without close supervision, managing multiple priorities and timelines.
* Wide ranging knowledge of business administration systems and processes.
* Experience working with a range of people across all levels of an organisation, this may include lived experience examples.
* Experience using TechnologyOne is an advantage but not required.

## Who you will be working with

#### Internal

* Group and Team Managers
* Admin/EA Team/Project Coordinators
* Whaikaha kaimahi

#### External

* Whaikaha partnership or reference groups
* Other government agencies
* Service providers

## Delegations

The following delegations apply to this position:

* People and Culture – N/A
* Financial – N/A

**Position Description** **Updated:** May 2025