

## JOB DESCRIPTION

### Coordinator Projects

<b>ROLE TITLE</b>	Coordinator Projects
<b>SECTION/DIVISION:</b>	Transformation and Improvement, Campus Development, or IT Projects Unit
<b>REPORTS TO:</b>	Head of Transformation and Improvement or Programme Manager or Senior Project Manager or Project Manager
<b>DIRECT REPORTS (FTE):</b>	Nil
<b>INDIRECT REPORTS (FTE):</b>	Nil
<b>PRIMARY PURPOSE OF THE ROLE:</b>	<p>Undertake and provide effective, efficient and timely coordination and support to Project/Programme Managers on specific projects and programmes of work. This includes assisting in the preparation, creation and management of project documentation and accountabilities wherever necessary and supporting broader project portfolio reporting needs.</p>
<b>ACCOUNTABILITIES:</b>	<p>Prepare and maintain project document including (but not limited to) project status reports, logs, registers, plans, stakeholder presentations, communications, and dashboards. Track, monitor and report on project performance and finances, including resources, schedule, client relationships, team morale, health and safety, risks and quality, purchase orders, accruals, and actuals vs forecast.</p> <p>Contribute to the achievement of project objectives by actively participating in project teams. Support the Project/Programme Manager and the project team to plan, resource and monitor progress of activities against project plans.</p> <p>Regularly assess the progress of projects and assist Project/Programme Managers with ensuring effective progress by providing useful and effective feedback.</p> <p>Ensures tracking of key activities, milestones and achievements, noting variances and their impacts.</p> <p>Maintain RAID (Risk, Assumptions, Issues and Dependencies) logs/registers and assist to resolve or escalate project issues and risks as appropriate.</p> <p>Ensure all project documentation, processes and systems comply with project governance expectations and University project management standards.</p> <p>Organise, undertake, and coordinate project team, project governance and client meeting set up; arranging venues and ensure people are informed. Prepare papers for meetings in an accurate and in timely fashion. Accurately record minutes and action points of projects.</p> <p>Maintain electronic systems and records so timely and relevant information is easily accessible for decision making purposes.</p> <p>Research and compile project related information, including liaising with various internal stakeholders to gather said information.</p>

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Establish and maintain effective networks across Operations Group in order to enhance project/programme efficiency.

Build and sustain collaborative working relationships with relevant members of the University community.

Regularly seek feedback from stakeholders to gauge satisfaction, service quality, accessibility and responsiveness. Proactively seek to address service gaps and improvement needs.

Provide effective, reliable advice and recommendations on project standards and policies in a manner easily interpreted by stakeholders.

Monitor and improve systems, methods, efficiency, and quality of services provided.

Liaise with and contribute to projects across other University groups to share best practice as required.

Document and implement any new workflow processes and procedures related to the project that optimise resources, create efficiencies, reduce risks and/or improve quality.

Practice a continuous improvement approach by reviewing own work methods and maintaining a positive approach to solving problems/issues.

Ensure that service levels for internal and external customers meet agreed standards by focusing on application of quality work standards and methods and the timely delivery of agreed services.

Contribute to Operation's Group effectiveness by offering value adding suggestions at meetings, providing learning feedback/comments and support to others.

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#### KEY RELATIONSHIPS:

##### Internal

Divisional staff  
Programme and Project Managers  
Project Team(s)  
Project Governance Groups (including Project Steering Committees)  
University staff and stakeholders

##### External

Other tertiary institutions  
Vendors, Service Providers, Contractors and Consultants  
Members of the public

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#### QUALIFICATIONS & EXPERIENCE:

##### Essential

###### Qualification or body of knowledge appropriate to the role.

Proven experience in project coordination role with a track record of success.  
Solid understanding and experience in the application of project management principles, methods, and techniques for the effective management of projects from initiation through to closeout.  
Proven ability to analyse and interpret information, prepare written reports, deal with challenges creatively and achieve business, client focused solutions.

##### Preferred

Experience working in the information technology or the education sector.  
Relevant recognised certification/accreditation appropriate to the role (e.g. PRINCE2, PMP).

Proven experience working with project management methodologies and tools, including scoping, planning, resourcing and monitoring project outcomes.  
A relevant tertiary qualification.

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**TECHNICAL SKILLS AND KNOWLEDGE:****Essential**

Relationship management skills and ability to work in a team.  
Planning and organisational skills.  
Ability to work with the detail but understand the bigger picture.  
Problem analysis skills and good judgement.  
High level of flexibility and ability to multi-task.  
Strong written and verbal communication skills.  
Experience in working with Project Portfolio Management systems.  
Highly proficient in Microsoft Word, Excel, Project, Outlook, Visio and PowerPoint.  
Familiarity with Adobe Acrobat read and write capabilities.

**Preferred**

Ability to work independently and to show guided initiative.  
Experience in working with the Sentient PPM.

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**SPECIAL REQUIREMENTS:**

Nil

**DIRECT BUDGET ACCOUNTABILITY:**

Nil

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**HEALTH AND SAFETY:**

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

**SUSTAINABILITY:**

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

**CAPABILITY FRAMEWORK:**

Capability Group	Capability Name	Level
<b>ENGAGE</b>	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
<b>ENABLE</b>	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
<b>PERSONAL ATTRIBUTES</b>	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
<b>LANGUAGE AND CULTURE</b>	Te Reo	Foundational
	Tikanga Māori	Foundational

## CAPABILITY FRAMEWORK DESCRIPTORS

### Coordinator Projects

#### ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
INTERMEDIATE	INTERMEDIATE	INTERMEDIATE	FOUNDATIONAL
<p>Focus on key points and speak using plain language</p> <p>Clearly explain and present ideas and arguments</p> <p>Display active listening and ask appropriate, respectful questions</p> <p>Write fluently and communicate routine technical information clearly avoiding unnecessary use of jargon</p>	<p>Support a culture of quality customer service in the organisation</p> <p>Demonstrate a thorough knowledge of the services provided and relay accurately to customers</p> <p>Identify and respond quickly to customer needs</p> <p>Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs</p> <p>Co-operate across work areas to improve outcomes for customers</p>	<p>Build a supportive and co-operative team environment</p> <p>Share information and learning across teams. Support others in challenging work situations</p> <p>Acknowledge outcomes which were achieved by effective collaboration</p> <p>Engage other teams or work units to share information and solve issues and problems jointly</p>	<p>Utilise facts to support claims</p> <p>Help to find solutions that contribute to positive outcomes</p> <p>Respond to conflict without worsening the situation and refer to a supervisor where appropriate</p> <p>Know when to withdraw from a conflict situation</p>

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
INTERMEDIATE	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
Complete work tasks to agreed budgets, timeframes and standards	Understand the team/work unit objectives and align operational activities accordingly	Research and analyse information and make relevant evidence based recommendations	Take responsibility for own actions and be accountable for the outcomes of others
Take the initiative to progress and deliver own and team/work unit activities	Initiate and develop goals and team plans and use feedback to inform future planning	Identify issues that may hinder completion of tasks and find appropriate solutions	Understand delegations and act within authority levels
Contribute to allocation of responsibilities and resources to ensure achievement of team/work unit goals	Respond proactively and with initiative to changing circumstances and adjust plans and schedules when necessary	Be willing to seek out input from others and share own ideas to achieve best outcomes	Be alert to risks that might impact the completion of an activity and escalate these when identified
Seek and apply specialist advice when required	Ensure current work plans and activities are consistent with organisational change initiatives	Identify ways to improve systems or processes which are used by the team/work unit	Use financial and other resources responsibly



## PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience and perspectives</i>
<b>INTERMEDIATE</b>	<b>INTERMEDIATE</b>	<b>INTERMEDIATE</b>	<b>FOUNDATIONAL</b>
Be flexible and adaptable and respond quickly when situations change	Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism	Be willing to develop and apply new skills and adapt existing skills to new situations	Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs
Offer own opinion and raise challenging issues in an appropriate manner	Understand and follow legislation, rules, policies, guidelines and codes of conduct and help others to understand their obligations for compliance	Show commitment to achieving work goals effectively	Be open to the inputs of others
Listen when ideas are challenged and respond in a reasonable way	Recognise and report misconduct and inappropriate behaviour	Show awareness of own strengths and areas for growth and seek and respond positively to constructive feedback and guidance	Work to understand the perspectives of others
Work through challenges		Demonstrate a motivated attitude to work activities and maintain own motivation when tasks become difficult	
Stay calm and focused in the face of challenging situations			



## LANGUAGE & CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place</i>
<b>FOUNDATIONAL</b>	<b>FOUNDATIONAL</b>
Use te reo Māori words and greetings in an appropriate way in the work place	Understand the University's Māori Strategic Framework and its relevance for own work
Endeavour to use and pronounce Māori words correctly	Demonstrate some awareness of Māori customs, values and beliefs
Actively participate in training and development opportunities that increase own te reo Māori language capability	Has some knowledge of Te Tiriti o Waitangi
	Actively participate in training and development opportunities that increase own understanding of tikanga Māori and knowledge of Te Tiriti o Waitangi