

Position: Admin Support .5FTE
Location: Whangarei
Reports to: Business Advisor Team Leader
Responsible to: GM Investment & Infrastructure

Background

Northland Inc's BIG team deliver the Regional Business Partner Network funded through NZTE and Callaghan Innovation.

Key Outcomes

The Business Innovation and Growth Team Administrator is an intrinsic role that coordinates, supports, and executes a high standard of work to support innovation and growth for Tai Tokerau businesses.

BIG Admin drives creative process improvement across our team.

Functional Relationships

Internal

- CEO
- General Manager Business Growth Other Sector and team members
- NI Directors as and when required
- District and Regional Council economic development staff

External

- Regional Partner Network
- NZTE/CI
- Growth potential companies in Northland region
- Industry/Business associations and clusters
- District Council Economic Development Staff
- Consultants and professional services suppliers
- Government agencies including MSD and TPK

Specific Responsibilities

Key Area	Expected Outcomes
Administration	<p>General queries – for Northland businesses, service providers and others pertaining to the BIG team and contract deliverables.</p> <p>Communication liaison – pulling content together, drafting and updating basic comms including the NINC Summary among other documents for stakeholder communication (service provider comms, business, via Mailchimp or email/ CRM). Supporting internal comms teams, Team Leader and Exec on key messages.</p> <p>First point of contact for initial engagement, responding to general enquires via email or phone or walk ins.</p> <p>Admin for RBP system: booking events after peer review confirmed from GA's, troubleshooting, service provider liaison regarding event bookings.</p> <p>Ad hoc admin as required for Callaghan Innovation, CRM data entry, reporting, events and any other tasks as required to support the Innovation Specialists.</p> <p>Administrative support and tasks required ad hoc to meet deadlines.</p> <p>Supporting project delivery tasks; including but not limited to CRM Transition, system updates, ad hoc tasks</p> <p>Assisting with tasks relevant to ease time pressures on GAs, this could include the issuing of vouchers approved at peer review, compiling, and reporting to GAs on their current workflow, identify areas needing support, workflow management support.</p> <p>Collaborating across the BIG, I&I Teams while also working closely with Tourism, The Orchard, Corporate, Executive, Marketing</p>
Data Entry	<p>Seek and record in CRM as much information as possible via mini discoveries and answering as many basic questions for clients that do not need to see a Growth Advisor for a full discovery.</p> <ul style="list-style-type: none"> ○ Phone calls ○ Walk ins at The Orchard ○ Emails <p>Data entry, monitoring and cleansing data across CRM, RBP, and Triage Spreadsheet.</p> <p>Process improvement</p> <ul style="list-style-type: none"> ● Systems for data entry: RBP, CRM, Triage spreadsheet.
Monitoring CRM and Triage	<p>Checking that GAs initial engagement dates are meeting KPIs (within 48hrs) reporting and notifying team when relevant if deadlines are at risk</p>

<p>Reporting, daily, weekly monthly.</p>	<p>Pipeline status back to Growth Advisors.</p> <ul style="list-style-type: none"> • By running and sharing reports and booking Discovery Calls. <p>Look out for any data gaps and following up with Growth Advisors i.e. pipeline status, support sought, follow up</p> <p>SOI data – Quarterly.</p> <p>Monthly reports –BIG team, and I&I, Exec team.</p> <p>KPI RBP Reports, weekly. Initial engagement dates, Businesses not allocated – weekly on a Monday.</p> <p>KPI Triage data reports – weekly on a Monday.</p> <p>Main issues and support sought reports – soon to be obsolete.</p> <p>Expiring vouchers. (Soon to be obsolete).</p>
<p>Other</p>	<p>Other duties as required</p>

Ideal person specification

Essential

- Confident communicator
- Proficient in various software applications
- Event organisation experience
- Current drivers’ licence
- High level of personal presentation
- Highly motivated
- Personable and approachable
- Problem solver
- Solutions focused
- Understanding and respect of cultural differences

Desirable

- Experience in a high energy, varied support role