POSITION DESCRIPTION

Position Title: Campus Support Officer
Reports To: Site Manager
Direct Reports: None
Group: Campus Services
Key Relationships: Site Services Team, Infrastructure Group, Campus Employees and Visitors.
Location: Grasslands Campus,

WHO WE ARE

We are passionate innovators, dedicated to making a difference to the future of New Zealand by delivering world-leading research and through complex problem solving across diverse agricultural areas. We are respected by the scientific community for thought leadership, trusted by industry partners for the value we add to the sector, and admired by farmers and governmental stakeholders for all that we do to keep New Zealand at the forefront of global agricultural excellence.

We go beyond innovation to maintain AgResearch’s role as a leading collaborator and contributor to New Zealand’s worldwide agricultural reputation.

Our Vision is to drive economic prosperity by transforming agriculture while incorporating the fundamental concepts of sustainability, environmental responsibility and Vision Matauranga.

POSITION SCOPE & PURPOSE

The Campus Support Officer is part of a customer and administration services team who provide daily support services to the Site Manager, the wider Site Services team and other Farm’s and Facility Manager(s) where appropriate. The team works to develop and implement best practice and consistent procedures, ensuring that the level of service they provide to the campus is professional, effective and efficient and aligned to the strategic direction of AgResearch. Services provided are based on an understanding of client needs, which vary across the company, and the team actively seeks to improve the level of service by seeking, analysing and acting on direct feedback.

Whilst primarily focussing on the needs of the Grasslands Campus, the Campus Support Officer is also expected to assist other administrative staff as required, both on this and on other AgResearch sites, thus fostering a ‘One Administration’ approach to ensure excellence is achieved in the delivery of support services across AgResearch.
KEY ACCOUNTABILITY AREAS

CAMPUS SUPPORT

- Provide highly professional customer service and a high standard of support through positive interaction with the wider Site Services Team, AgResearch employees and AgResearch visitors as appropriate.
- Maintain effective relationships with internal and external customers, providing an overall positive experience.
- Ensure that mail/courier processing is coordinated in a timely manner.
- Coordinate facilities and resources for events or meetings including equipment, catering, printing, IT support, or other special requirements.
- Coordinate campus renovation and maintenance work liaising with relevant Contractors.
- Maintain agreed databases and information processing systems.
- Ensure Campus Security, Property and Emergency processes are kept accurate, current and compliant at all times.
- Assist Site Manager to administer residential properties owned by AgResearch in accordance with the Residential Tenancies Act.
- Fleet Management duties of the Campus vehicles as directed. This includes ensuring that WOF, maintenance and user on-charging are kept up to date and accurate.
- Monitor and coordinate regular service contracts including café, waste disposal, recycling depots and collection, hygiene servicing, confidential destruction and pest control.
- Provide back up for other Campus Services staff as required.
- Assist with servicing the Campus Café and the provision of catering services for meetings and workshops as required.

ADMINISTRATION SERVICES

- Plan and co-ordinate meetings, diary and email management and correspondence for the Site Manager and team as required.
- Ensure financial transactions and the ordering of resources and equipment are completed in accordance with standard procedures. This includes invoices, internal charges and other financial transactions as directed.
- Monitor monthly financial reports, undertake analysis and compile commentary and recommendations for the Site Manager to review.
- Assist with procurement activities, adhering to procurement process, drafting of procurement plans and assisting with sourcing of items and services.
HEALTH AND SAFETY

- Maintain a current knowledge and awareness of own responsibilities with AgResearch’s Health and Safety Management policies, systems, and procedures.
- Health and Safety administration for the Site Manager to ensure all legislative requirements are met and a safe working environment is established.
- Attends scheduled Health and Safety training and development initiatives on a regular basis.

ORGANISATIONAL OBJECTIVES

- Apply prescribed project management methodology into all project work.
- Deliver on team contributions when required to ensure business goals are achieved as well as developing own professional abilities on a continuous basis.
- Apply principles of continuous improvement by taking ownership for identification, analysis and investigation of work-related matters with the intent to improve, manage compliance and initiate best practice in our place of work.
- Actively participate in and contribute to performance conversations and personal development.
- Embrace the AgResearch Values framework and develops own behaviours to support these Values.
- Take responsibility for understanding and applying AgResearch policy, processes, systems, and procedures on a daily basis.
- Commit to accurate and timely information sharing and recordkeeping as per set organisational standards.
- Perform additional tasks, duties and/or responsibilities as directed by your people leader.
- Assist and support AgResearch activities across different science groups and business units, as agreed with your people leader.

EDUCATION & QUALIFICATIONS

- Business Administration qualification (Level 4 or similar).

CAPABILITIES & EXPERIENCE

- A minimum of 5 years’ experience within an administrative support position.
- In-depth knowledge of customer service standards and procedures.
- Proficient in MS Office 365.
- Excellent interpersonal and communication skills.
- Proven experience and an understanding of business support processes including procurement and financial reporting.
• A high level of confidentiality.
• Proven ability to process data efficiently and accurately.
• Experience dealing with Tenants and Tenancy Agreements with an understanding of the Residential Tenancies Act would be an advantage.
• Experienced dealing with key contractors and service agreements.
• Ability to understand legislation and company policy and practice as applicable to the position.
• A positive and enthusiastic attitude.
• Have a full drivers licence.
OUR VALUES

- Exemplifies Our Values
- Supports strategic priorities
- Assumes positive intent
- Is open to new ideas

- Acts with integrity
- Demonstrates credibility
- Appreciates diversity

- Actively seeks out relationships and partnership opportunities
- Works across boundaries
- Priorities shared goals

- Shares information and resources
- Involves others
- Supports others to be successful

- Maintains a best practice mindset
- Emphasis timely and high quality delivery
- Establishes challenging stretch goals and performance expectations

- Gathers, Compares and evaluates information
- Establishes robust decision making criteria
- Fully utilises support systems

- Prioritises time to innovate
- Takes a future and solution based approach
- Creates a positive learning environment

- Demonstrates openness to change
- Constructively challenges the status quo
- Emphasises freedom of independent thought
- Assesses risk

- Builds long term relationships with customers
- Provides clear, open and timely communication

- Identifies customer needs
- Commits to realistic delivery timeframes
- Translates initiatives into action

- Takes a long-term, strategic and future oriented perspective
- Focuses on the bigger picture
- Promotes the cross-fertilisation of ideas

- Champions transformational change
- Demonstrates decisiveness
- Commits to ongoing learning and development