



Role Description

Title	Operations Support	Incumbent	
Manager's Title	Base Services Manager	Date of Last Review	May 2022
Team	Operations	Geographical Location	Christchurch
Direct Reports	None	Work Environment	Office based

Organisational Context

Antarctica New Zealand is a Crown Entity established on 1 July 1996 under the New Zealand Antarctic Institute Act to develop, manage and execute New Zealand's activities in respect of Antarctica and the Southern Ocean.

Our overarching organisational goal is to continue to play an influential role in the kaitiakitanga (guardianship) of Antarctica and the Southern Ocean as a natural resource devoted to peace and science. We do this by facilitating high-quality scientific research in Antarctica and supporting initiatives to protect the environment. Other key activities include the operation of Scott Base; managing logistics to, from and within Antarctica; and raising public awareness of the global significance of the continent and surrounding Southern Ocean.

The Operations Team has an important role in the planning and safe delivery of operational activities at Scott Base. As well as supporting the ambition of the New Zealand Antarctic science community, the Operations Team helps enable the delivery of Scott Base Redevelopment (SBR) project, which will see the existing Scott Base replaced with a fit-for-purpose science and logistics facilities.

Business unit purpose

Antarctica New Zealand's Operations Team provide logistical support for external scientists to achieve their research outcomes. With operational complexity increasing associated with the Scott Base Redevelopment and the Antarctic Science Platform requests, the organisation must work closely with stakeholders to forecast and plan for future requirements.

Role purpose

Provide support across the Antarctic Operations team and personal assistance to GM Operations.

Work of role

Health, Safety and Environment

- Maintain appropriate support to ensure professional and proficient processing of Antarctic medical documentation
- Support the process of regular review and reporting of HSE actions and investigations for operations team membership
- Any other tasks as documented in the Health and Safety and Environmental Management systems.

Planning

- Responsible for the management of Antarctica NZ medical process
- Ensure pre and post deployment requirements have been completed for all event personnel
- Provide technical and administrative EMPEROR support and advice to all users
- Schedule the annual Event Manager Meetings
- Assist Planning Lead in the preparation and running of the Event Managers Workshop and Antarctica New Zealand End of Season review activities



- Coordinate and support delivery of pre-deployment training for Scott Base staff (ANZAP) with Base Services Manager
- Responsible for pre-deployment support tasking, including recruitment support, Antarctica New Zealand Awareness Programme, travel arrangements and accommodation
- Liaise with stakeholders (internal/external) as part of the annual event planning process

Administration

- Support the Antarctic Operations team in maintaining best practice document management and coordination of operations documentation including:
 - Training records are received and uploaded
 - Signed SLAs are received and uploaded
 - Pre-deployment training has been completed
- Lead and maintain the Operations Team annual key dates timeline
- Responsible for implementing the annual Support Level Agreement process across events
- Assist with significant project work or tasking in support of organisational effectiveness
- Lead the annual event and end of season reporting process
- Support annual procurement duties across the Operations team
- Provide Personal Assistance to the GM Antarctic Operations
- Provide dedicated administrative support to the Antarctic Operations team
- Provide back up for reception for daily lunch time cover and where requested and planned
- Fulfil responsibilities as documented in the Information and Records Management Policy, by creating and keeping accurate and complete records of all business activities.

Other Tasks

- Ensure that relevant documents and records for business activities are created and maintained, and that all legislative requirements for record keeping are met.
- Any other task assigned by the Base Services Manager or the GM Antarctic Operations.

Key challenges

- Proactively working as a team to successfully complete tasks to a high level
- Time management and prioritisation in a busy environment
- Leading and committing to the continuous improvement of processes, procedures and systems
- Managing peak periods and prioritise competing interests
- Work with and manage relationships with a diverse range of stakeholders
- Maintaining a safe and professional office environment for staff and visitors

Key functional relationships

Internal	<ul style="list-style-type: none"> • GM Operations • Base Services Manager • Operations Team • Logistics Manager • Health and Safety Manager • People Team
External	<ul style="list-style-type: none"> • Antarctica New Zealand Medical Assessor • Antarctic Event Managers • Suppliers and Contractors



Minimum capability necessary to work to role

Capability area	Description
Qualifications, Certificates and Memberships	<ul style="list-style-type: none"> • Post-secondary training, such as Diploma or National Certificate in related field
Knowledge, Skills and Experience	<ul style="list-style-type: none"> • At least three years corporate customer service experience and professional administrative experience (word processing, data entry, stakeholder management) • Effective written and verbal communication skills • Accurate with a good attention to detail • Ability to manage and prioritise competing tasks • Understanding of and commitment to tikanga and Treaty of Waitangi principles
Judgement, temperament and influence	<ul style="list-style-type: none"> • Effective interpersonal skills, including the use of enquiry that supports understanding and adaptability to change • Demonstrates a collaborative presence within the organisation • Maintains balance in the event of changing organisational and individual priorities and unplanned constraints • Confronts issues and persists to resolve them • Demonstrates an ability to learn, even from difficult situations • Fosters relationships and a culture of development • Systematic and organised, with an ability to be flexible and adaptive to changing requirements.

Antarctica New Zealand values

- Ka ngākau whiwhita tātou ki ā tātou mahi katoa - We are passionate about what we do
- Ka tiaki tātou i a tātou anō, ka tiaki hoki i te taiao - We care for each other and the environment
- Ka mahi tahi tātou - We work together
- He ngākau pono ō tātou - We aspire to the highest standards
- Ka whai tātou i ngā taumata tiketike -We act with integrity

Roles authorisations

I confirm that this Role Description accurately describes the work of the Operations Support.

GM Antarctic Operations

Date

I accept this Role Description accurately describes the work of the role for which I am accountable:

Operations Support

Date