

DAIRYNZ Position Description

Senior Admin and Events Coordinator

Position

Position Title: Senior Admin & Events Coordinator	Reports to: Farmer Info & Admin Support Team Manager
Direct Report: N/A	Career Level: Team Member
Budget: N/A	Revenue: N/A
Management Position: No	Delegated Authority: \$1000

Purpose of DairyNZ

DairyNZ works for New Zealand dairy farmers. Our purpose is to help create a better future for them. We do this through investing in research through to extension to help solve on-farm problems and create new opportunities. Outside of the farm gate we collaborate with a wide range of stakeholders to achieve common goals and help tell the great dairy story.

Our Vision: ***Delivering a better future, for farmers.***
 This is what we strive for in everything we do and everything we say.

Purpose of the position

As part of the Farmer Information and Admin Support team ensure the effective and efficient provision of support to regional and farmer facing staff including support and marketing for events, implementation of the Farmer Info and Admin Support plan, maintaining customer database information and extending the influence of DairyNZ through relationships with farmers within the regions contributing to delivering a better future for New Zealand dairy farmers.

Team organisation chart



Key position deliverables

Key accountabilities of the role to be reflected in the Performance Agreement and Individual Performance Targets:

Key Performance Requirement:	Key Indicators:
Planning	<ul style="list-style-type: none"> • Implement an agreed Farmer Info and Admin Support plan to support the success of farmer facing staff in their delivery of high-quality services to farmers. • Work with the Channels and Brands team marketing and implementing events, consistent with the MC&E 'One Plan'.
Administrative Support	<ul style="list-style-type: none"> • Provide consistent, high quality and efficient support services to regional and farmer facing staff that supports their delivery of regional plans and national campaigns and projects.
Event Coordination	<ul style="list-style-type: none"> • Maintain a national calendar of events. • Manage all aspects of event delivery including planning, logistics and marketing. • Timely management and completion of associated administration tasks. • Work closely with regional staff and solutions and development team in supporting the delivery of quality events. • Work collaboratively with other Farmer Info and Admin staff to refine and implement systems and processes to support effective, high quality event management. • For agreed National campaigns, provide local support and coordination
Relationship Management	<ul style="list-style-type: none"> • Develop, maintain, and manage successful relationships with regional leaders, channels and brands team and other key internal stakeholders to: <ul style="list-style-type: none"> - Gain their respect, trust and engagement in the direction and standards of support services - Support collaboration opportunities, data collection and processes to enable high functioning farmer relationships. - Ensure farmer requests or referrals are followed up successfully to add value to farmers and intel for DairyNZ. • Ensure relationships with suppliers of administrative and support services and products are well managed with the intent of achieving maximum benefits and best service for DairyNZ. • Implement effective relationships and procedures to ensure synergy with the marketing "One Plan" and consistency across all DairyNZ produced regional promotional material. • Work with local staff to cultivate problem-solving, independence and collaboration in your collective approach to managing practical administrative support.
Communication	<ul style="list-style-type: none"> • Work as part of the Farmer Information and Admin Support team to grow the breadth and accuracy of DairyNZ' s customer relationship management database, Dyna. • Contribute to the development, implementation and maintenance of systems and procedures to:

	<ul style="list-style-type: none"> - Enhance flow of information within DairyNZ, using various resources - Provide consistency of presentation and information to the dairy industry e.g. use of standard templates • Manage event logistics and maximise synergies between all regions. • Ensure feedback and evaluation are documented and reported.
Service Delivery	<ul style="list-style-type: none"> • Ensure delivery of appropriate levels of support, according to agreed guidelines and DairyNZ standards. • Continually try new ways of delivering events and services • Ensure the planning, coordination and delivery of events and phone campaigns is professional, efficient and consistent with DairyNZ' s values. • Liaise with suppliers as required to maintain all equipment and services and ensure they are functioning appropriately e.g. whiteboards, data projectors • Champion Dyna use, support how data is added and cleansed to help ensure a great customer relationship management and customer experience.
Team Support	<ul style="list-style-type: none"> • Support other admin & event colleagues through the provision of shared support, back up during absences, and assistance over peak workloads as required. • Team expert in Microsoft Dynamics providing support to regional farmer facing staff, Hub Leads and Regional Leaders. • Undertake adhoc projects as required
How We Work	<ul style="list-style-type: none"> • Support and model DairyNZ values and principles: Respect, Curiosity, Courage and Credibility. • Understand and adhere to company policies and guidelines. • Actively support and contribute to DairyNZ organisational culture of one team. • Actively support and encourage continuous improvement to drive our organisation forward. • Strive to provide a safe and healthy workplace • Role model industry safe working practices • Take appropriate action to ensure correction of any condition or practice, which may cause harm to yourself, others, or the environment. • Actively promote DairyNZ Health, Safety & Wellbeing Policies, and procedures. • Support and encourage employee participation and consultation in all aspects of Health, Safety and Wellbeing management. • Comply with legislative requirements and relevant standards.

Internal:	External:
All regional staff	Farmers
Farmer Information and Support Team	Suppliers
Channel and Brand Team	Rural professionals
Marketing and Engagement Team	Industry stakeholders
Farm performance Team	Office visitors
Solution and Development Team	Contractors and Sub Contractors

Research staff	
Facilities Management	
Finance, HR, Digital, Health, Safety and Wellbeing	

Qualifications and experience

Essential:	Preferred:
Senior Office/administrative experience 3-5 yrs	Sole charge administrative
Event coordination experience 3-5 yrs	Budget management skills and experience
Excellent time and admin management skills with proven organizational skills and the ability to prioritise tasks and meet deadlines	Tertiary level qualification
High level of computer literacy, including data entry and database management. Advanced user of Microsoft Office Suite and Dynamics 365	Some knowledge of the New Zealand Dairy Industry
A finisher – sees projects through to completion	
Excellent written, oral, and interpersonal communication skills	
Ability to build relationships and networks with a wide range of people in person and over the telephone	
Quality focused, production of detailed, accurate and precise work	
Self-management skills – ability to work independently and within a team environment; maintain a flexible attitude	
Creative problem solving and flexibility	
Strong customer service focus and ability to deliver appropriate solutions to meet customer needs	

Job specific & technical competencies

Category	Descriptor/Evidence
Technical Expertise	Practical and theoretical administration and event management expertise. Takes responsibility for increasing expertise and keeping up to date with changes and knowledge. Undertakes research regarding best practice
Organising	Can marshal resources (people, funding, material support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.
Relationship Management	Identifies key stakeholders and activity, develops, and manages relationships with them. Can utilise relationship to influence. Builds, manages, and utilises networks.

Composure	Is cool under pressure; does not become defensive or irritated when times are tough; mature; can be counted on to hold things together; can handle stress; is not knocked off balance by the unexpected; is a settling influence in a crisis
Creativity	Comes up with a lot of new and unique ideas; easily makes connections among previously unrelated notions; tends to be original and value-added in brainstorming sessions.
Clear communicator	Articulates ideas and intentions clearly and succinctly. Is honest, tactful, and diplomatic in interactions. Writes clearly and succinctly; can get messages across that have the desired effect. Provides the information people need to know to do their jobs. Provides information so others can make accurate decisions; is timely with information
Collaboration	Actively seeks to collaborate. Influences with ability to generate cohesion and inspire collaboration within areas of influence.
Attention to detail	Takes care and pays attention to all activities and decisions. Information is correct and accurate.
Quality focus	Production is detailed, accurate and precise work. Ability to tackle multiple tasks and successfully managing conflicting priorities.
Comfort around higher management	Can deal comfortably with more senior managers; can liaise and negotiate with more senior managers with undue tension and nervousness; can craft approaches likely to be appropriate and positive
Process management and improvement	Good at figuring out the processes necessary to get things done; know how to organise people and activities; understands how to separate and combine tasks into efficient work flow; knows hat to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes.
Initiative	Takes the initiative to identify opportunities and develops appropriate improvements, to create further value and/or efficiency.
I.T. literacy	Capable of utilising all of MS office Suite and Dynamics 365 to develop and deliver documentation and reporting of the standard at a management level. Advanced user of Microsoft suite, including word, excel, PowerPoint and outlook.

Career level competencies – Specialist

Competency	Descriptor/Evidence
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and does not stop at the first answers.
Intellectual horsepower	Is bright and intelligent; deals with concepts and complexity comfortably; described as intellectually sharp, capable, and agile.
Interpersonal Savvy	Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation; builds appropriate report; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.
Timely Decision Making	Makes decisions in a timely manner, sometimes with incomplete information under tight deadlines and pressure; able to make a quick decision.

