

OFFICE MANAGER

REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Regional Operations Manager	Various	Nil	International

“Our purpose is to grow companies internationally – bigger, better, faster – for the good of New Zealand”

“Tā mātau whai kia whakakaha kamupene – kia nui ake, kia pai ake, kia tere ake – mō Aotearoa ngā whiwhinga”

WHY IS THIS ROLE IMPORTANT? | TE MANA Ō TE MAHI?

To provide focused operational support to enable the region to run efficiently and effectively – enabling the team to focus on customer growth.

WHAT'S THE ROLE ABOUT | TE NGAKO Ō TE MAHI?

The most important work of this role is to...

- Provide operational support to the Los Angeles Office Team, Regional Director, Regional Operations Manager, Trade Commissioners based in Los Angeles and San Francisco, and administrative support to the wider team including things like preparation of key documents and monthly reporting while balancing the need for proactivity as well.
- Team Management and planning support across the three locations; including supporting growth of the team culture, activities, and engagement.
- Provide support with onboarding of new joiners and generally ensuring a supportive and inclusive office environment including engagement of the remote team members.
- A large component of your role is to be responsible for office management including office administration such as kitchen and office supplies; facilities management; team celebrations and events, support resolving IT issues with our NZ team; safety and wellbeing initiatives and procedures, and office security while balancing the need for proactivity.
- Administering bookkeeping, accounting systems, expenses, and processes for management of information and projects, ensuring information is kept up to date and is accurate, streamlined so we are in top-notch shape.
- Provide support on a number of projects regarding sector planning, team events and regional activities as required.

And relationships are key to this role to...

- Develop effective and collaborative working relationships with your key stakeholders.
- Relate well to all kinds of people – up, down, & sideways, inside and outside the organization; build appropriate rapport, build constructive and effective relationships; use diplomacy and tact; can diffuse even high-tension situations comfortably.
- Work closely with and influence relevant teams such as other support staff within the region and in NZ to ensure collaborative service delivery that minimizes duplication and bureaucracy, and champion efficiency, simplicity and collaboration across NZTE.

OFFICE MANAGER



Success in this role means:

- Outstanding administrative service delivery – you bring value to the office by providing a world class service to NZTE
- Having excellent and collaborative relationships with key stakeholders

WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGA?

Our ideal candidate will have...

- **Awesome customer focus** – An ability to manage multiple needs, priorities & expectations to deliver to a high standard and a proactive approach, actively seeking work or identifying ways to improve processes, systems and practices. Experience in administration / event / project coordination.
- **Flexible** – Able to be proactive and reactive all at the same time, managing multiple priorities and eliminating roadblocks without being knocked off balance by the unexpected. Can effectively cope with change, can decide and act without having the total picture. Ability to be self-directed and motivated, counted on to get the job done among tight and competing deadlines.
- **Problem solver** – use initiative, be forward thinking and decisive with decision making while staying cool under pressure. Super attention to detail, incredibly accurate and with great presentation skills. Knowledge and understanding of business processes, including financials, risk analysis, legal processes and evaluation.
- **Extras** – Tech savvy with skills in using personal computers including the suite of MS office software (Word, Excel, Power Point) and database software

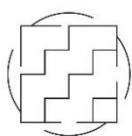
Our characters | Ō mātou uara

- **Ambition drives us** – Our ambition for our customers is high, and we always rise to the occasion. We help meet their business expectations by expecting greatness of ourselves.
- **Adventure teaches us** – Experimentation is more powerful than perfection, as only through learning from our missteps can we truly succeed. That's why 'giving it a go' is the best way to learn.
- **Honesty frees us** – We explore challenges with an open mind. Only when we ask questions and truly listen can we discover the right way forward.
- **Trust binds us** – Our people may be worlds apart, but it's trust that holds us together. Growing a nation is only possible when we keep promises and honour commitments.
- **Manaaki is us** – We celebrate the mana (strength and dignity) of each other as being equal to or greater than our own. We strive to enhance mana in everything we do through our hospitality, generosity and mutual respect.

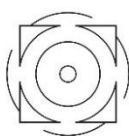
It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



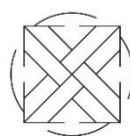
AMBITION
Drives us



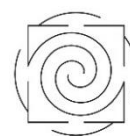
ADVENTURE
Teaches us



HONESTY
Frees us



TRUST
Binds us



MANAAKI
Is us

How we lead at NZTE | Ā mātou kawenga ki Te Taurapa Tūhono

Leadership at NZTE takes a broad definition. We see leaders as those who lead others. That can include formal people leaders, leaders through influence or those who are leading our customers. At NZTE we define leadership as "*enhancing mauri to deliver impact*".

