

## POSITION DESCRIPTION

### Position details

Position title	Coordinator
Team	People and Capability
Group	Corporate and Market Services
Location	Wellington
Date	August 2025

### Our purpose

We are a kaitiaki of electricity. Our purpose is to enhance New Zealanders' lives, prosperity, and environment through electricity.

### How we work

The Electricity Authority Te Mana Hiko promotes competition in, reliable supply by, and the efficient operation of, the New Zealand electricity industry for the long-term benefit of consumers.

Our functions describe how we do this. We work to:

- **Promote market development:** To enable New Zealand's electricity markets to deliver better outcomes for consumers, we maintain a responsive regulatory environment that both reflects industry's current state and supports innovation and change. Key tools for market development include market facilitation measures and amending the Electricity Industry Participation Code.
- **Monitor, inform and educate:** Transparency and understanding are vital to the operation of the electricity markets. Our market monitoring, information and education work focuses on making data, information and tools available, increasing participation, and improving awareness of how electricity market's function.
- **Operate the electricity system and markets:** We are responsible for the day-to-day operation of the electricity system and markets. To achieve this, we contract out some services including the role of system operator, which provides the real-time coordination of sending generated electricity across the national grid to meet demand from consumers.
- **Enforce compliance:** We ensure the Electricity Industry Act, its regulations and the Electricity Industry Participation Code are followed by electricity industry participants. Our compliance function also helps improve the industry more generally, as lessons learned support our education of participants and help us to identify and resolve on-going or systemic issues.
- **Protect the interests of consumers:** We are responsible for protecting the interests of domestic and small business consumers in relation to the dealings of industry participants supplying their electricity.

More information can be found on our website [www.ea.govt.nz](http://www.ea.govt.nz).

## Our values

The Electricity Authority has the following values:

### ***Our people***

We support the development of each other and work together to achieve our goals.

### ***Boldness***

We are decisive, forward thinking and not afraid to do the right thing.

### ***Excellence***

We are committed to producing the highest-quality work.

### ***Openness***

We are transparent in our work and listen to others.

### ***Integrity***

We are honest and trustworthy and treat everyone with fairness and respect.

## Our group

The Corporate and Market Services Group is responsible for strategy, planning and performance, finance, procurement, commercial management, operational risk and assurance, people and capability, information technology, facilities and other typical shared services responsibilities. As part of this, we also manage the major service provider contracts for the Authority, including the system operator and other market operation service providers. We work to support the Authority in all areas and underpin the organisation to ensure the achievement of great outcomes.

## Purpose of this position

The purpose of this position is to deliver high quality core administration and coordination tasks with a strong customer ethos, attention to detail and passion for continuous improvement.

As a member of the People & Capability team, you will support the wider team as well as other key stakeholders such as managers and employees across the organisation, with a range of administrative and coordination activities such as:

- General administration and coordination
- Recruitment support
- Event Coordination
- Continuous Improvement
- Wellbeing, Health & Safety

## Working relationships

Reports to	Head of People and Capability
Direct reports	Nil
Internal relationships	<ul style="list-style-type: none"><li>• People and Capability team</li><li>• Office Manager</li><li>• Electricity Authority managers &amp; employees</li></ul>
External relationships	<ul style="list-style-type: none"><li>• Authority suppliers</li><li>• Aon Centre facilities management</li><li>• Visitors to the Authority</li></ul>

## Key accountabilities and deliverables

The key accountabilities listed below are not intended to be a complete or limiting description of the role and certain duties may change from time to time.

### People and Capability Support

- Provide general administrative support through the employee lifecycle to the wider People and Capability team. This includes the preparation of onboarding and employment documentation.
- Manage the shared inbox by triaging queries, managing service requests and replying to employment related queries in adherence to company policies and guidelines.
- Liaise closely with the Advisory team to coordinate employment documentation.
- Coordinate business processes including reports and papers for People & Capability, SLT and the Board.
- Organise end to end coordination of the quarterly employee induction and participants.
- Lead the delivery of a suite of Authority staff surveys working with the Advisory team.
- Develop ad hoc processes where required.
- Support the Advisory team with the end-to-end recruitment cycle including (but not limited to):
  - writing and updating branding of job descriptions and advertisements.
  - arranging interviews and liaising with applicants and recruiting managers.
  - coordinate the placement of advertisements online.
  - manage applications and communication with candidates.
  - conducting phone / face to face interviews and/or reference checks from time to time.
  - coordinate pre-employment checks to ensure they have been completed for new candidates.
- Support the effective use of systems and databases related to operational People & Capability practices including up to date data, extracting reports, employee access and profiles and storing documentation.
- Provide cover for members of the advisory team when required.
- Provide support for any other People & Capability initiatives as required.

### Event Coordination:

- Assist the Office Manager to coordinate all major Authority events from design and development through to delivery and assist with events as required.
- Provide assistance to the Executive Assistants for other events as required.

### Continuous Improvement

- Support continuous improvement within the team, to improve the employee experience and achieve efficiencies in our processes.
- Update and create standard operating procedures, guides and training material for People & Capability team, managers and staff.
- Support the People & Capability team to drive new initiatives and ensure that all areas of the organisation are aware and apply them.

- Assist with the drafting of any People & Capability support material including manuals, documents reports and processes.
- Strengthen business performance by leading innovatively to foster continuous improvement at the Authority.

### **Relationship and stakeholder engagement**

- Work to ensure manager support of people processes and policies as well as the promotion of organisational values.
- Seek feedback from staff and the business about current processes and work with the team to improve and streamline these to ensure innovative, customer-focused services.
- Connect with others by listening and reading people and situations to communicate tactfully.
- Participate as an active team member and contribute knowledge and expertise to achieve Authority outcomes.
- Develop effective working relationships with Authority staff in order to transfer knowledge and learning to the wider organisation.

### **Wellbeing, Health & Safety**

- Assist where required, to ensure the Electricity Authority is delivering effective Wellbeing, Health & Safety initiatives that meet their obligations.
- Comply with health & safety policies, procedures and workplace standards.
- Ensure all accidents, incidents & near misses are recorded and reported.
- Assist in systematically identifying hazards and develop effective controls.

### **Additional Duties**

- Any other duties of a similar type required by the Electricity Authority.

## **Experience and knowledge**

- A relevant qualification and/or equivalent work experience in administration and/or coordination.
- Proven experience working across an organisation with people at all levels – from advisors to senior executives.
- Proficient in Microsoft 365 particularly Word, Excel, and Outlook.
- Proven experience in producing effective presentations, status reports and other project artefacts.
- Able to display curiosity, flexibility and openness in integrating ideas, information and differing perspectives.
- Able to show courage, decisiveness and lead with integrity.
- Able to self-assess and show commitment to your own development.
- Able to encourage feedback on own performance and adapt approach.
- Able to display resilience and remain calm in a professional manner.

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- Behavioural specifications

- Can-do attitude and a high level of initiative, sound judgement and discretion.
- Excellent written and verbal communication skills, with an eye for detail and a high level of accuracy.
- A demonstrated ability to form strong professional working relationships, which includes collaboration and cooperation with internal and external stakeholders.
- The ability to manage conflicting priorities, work well under pressure, and to tight timeframes when needed.
- Be able to deal with situations which are complex or ambiguous.