

POSITION DESCRIPTION

Position details

Position title	Coordinator – Communications
Group	Communications, Engagement and Data
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 dealing of industry participants supplying their electricity.

More information can be found on our website 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 Communications, Engagement and Data Group is responsible for the Authority's overall approach to communications, engagement and data products. The group maintains oversight of the Authority's reputation, monitors its external environment and supports effective analysis and decision-making. We work across the Authority, listen to external audiences and provide data-driven insights to ensure our work is informed by accurate information, diverse voices and sector insights.

The group manages core communications and data systems, assets and channels and ensures they support our work and improve consumers' and industry participants' understanding of and participation in the electricity markets.

We actively manage the relationship with the Ministers' Office to promote timely and 'no surprises' advice to the responsible Minister, and shape stakeholder engagement practice across the organisation.

The group also leads development and enhancement of the Authority's data lakehouse, analytical tools, and automated systems for market monitoring. We are dedicated to delivering innovative solutions that provide insightful information for both the Authority and external stakeholders.

Purpose of this position

The purpose of this position is to provide a high-quality coordination service for the Authority's Communications team.

This includes coordinating weekly reports, writing up meeting notes, updating our websites, creating engaging content for our intranet, supporting events, implementing and enforcing our brand, interacting with internal and external stakeholders, and general communications and administration support.

Working relationships

Reports to	Manager – Communications
Direct reports	Nil
Internal relationships	<ul style="list-style-type: none">Electricity Authority staff
External relationships	<ul style="list-style-type: none">Industry stakeholders

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.

Coordinator activities

- Monitor and maintain the communications email inbox and phone lines, providing responses to queries or coordinating responses with the wider team for more complex queries in a timely manner.
- Coordinate weekly and monthly reports for our Senior Leadership Team.
- Provide high quality administrative and coordinator support, including preparing and creating documentation and coordinating events and projects.
- Maintain and review process, systems, and documentation for the team.
- Update the intranet and other websites as required.
- Provide general communications and administrative support, including brand enforcement, stakeholder interaction, inbox management, phone queries and team coordination.
- Undertake such other duties as may be delegated to the position from time to time.

Relationship and stakeholder engagement

- Leads with purpose, communicating clearly to persuade and inspires others.
- Connects with others by listening and reading people and situations to communicate tactfully.
- Strengthens business performance and leads innovatively to foster continuous improvement at the Authority.
- Participates as an active team member and contributes knowledge and expertise to achieve Authority outcomes.
- Develops effective working relationships with Authority staff in order to transfer knowledge and learning to the wider organisation.

Workflow management

- Actively and independently plans and manages own projects and workload, with guidance from the manager as required.

Experience and knowledge

- A tertiary qualification in marketing, communications or other relevant areas and/or equivalent work experience
- Proficient in Microsoft Office 365, particularly Word, Excel and Outlook
- Strong administrative and coordination skills
- Excellent communication and interpersonal skills
- Excellent organisational and multitasking skills
- Experience with website content management advantageous

Behaviour specifications

- Can-do attitude, keen to learn 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 team player, able to form strong professional working relationships, which includes collaboration and cooperation with internal and external stakeholders at all levels
- The ability to manage conflicting priorities, work well under pressure, and to tight timeframes when needed
- Displays curiosity, flexibility and openness in intergrating ideas, information and differing perspectives
- Encourages feedback on own performance, adapts approach and shows commitment to own development
- Displays initiative, resilience, and has a calm, professional manner