

Job Description | Te Whakahuatanga

Job title	Business Support Coordinator Kairuruku		
Group	Corporate Services Performance & Governance Investment & Monitoring Sector Strategy		
Reporting to	Deputy Chief Executive Pou Turuki		
Location	Wellington Office		
Direct reports	N/A	Security clearance	N/A
HR delegation	N/A	Finance delegation	N/A
Salary band	Band 12	Date	August 2025

Public Service Purpose | Te Aronga o te Ratonga Tūmatanui

The public service supports constitutional and democratic government, enables both the current Government and successive governments to develop and implement their policies, delivers high-quality and efficient public services, supports the Government to pursue the long-term public interest, facilitates active citizenship, and acts in accordance with the law.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>).

The Ministry of Transport's Purpose - Enabling a transport system that connects New Zealand | Te whakaahei i te punaha waka e hono ana i a Aotearoa

We are the Government's system lead on transport. We inform and advise the government on current and long-term transport issues by providing policy and investment advice to Ministers, leading regulatory reform, and monitoring the performance of the transport agencies that regulate or deliver transport services that New Zealanders rely on every day.

You can find out more about the Ministry of Transport at (<https://www.transport.govt.nz/about-us/>).

Our values | Ngā uaratanga matua

Integrity

—

Tapatahi

Excellence

—

Kairangi

Collaboration

—

Mahi tahi

Business Support Coordinator Position | Kairuruku

The Business Support Coordinator provides high-quality and timely administrative and business support services to an assigned Group(s) and portfolio of Teams within the Ministry. The role works closely with the

transport.govt.nz | hei-arataki.nz

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Executive Assistants of the Senior Leadership Team (SLT) members (within their assigned Groups) to champion and deliver expert administration and coordination services, related advice, and assistance.

The Business Support Coordinator understands their customers' needs and provides administrative solutions that address problems and add value. They have a continuous improvement mindset, which enables them to identify opportunities and offer solutions to improve the business support services they and other Business Support Coordinators deliver.

What you will do | Te mahi

This role is responsible for:

Trusted Adviser

- Be the key contact for your Group regarding Ministry systems, policies and procedures.
- Maintain up to date knowledge of the Ministry's business systems and be able to effectively trouble shoot/resolve common issues.
- Promote efficient and effective administrative systems, policies and processes to your Group.
- Provide high quality, effective, customer focussed support.
- Understand your customers' needs and provide administrative solutions to solve problems and add value.

Business and Administrative Support

- Provide administrative support to the business group managers, including scheduling meetings and booking meeting rooms.
- Assist with organising seminars, workshops, conferences and/or functions, by coordinating arrangements, invitations, budgets, etc.
- Arrange travel and accommodation.
- Format documents and provide printing or photocopying support for your Group.
- Provide shared secretarial and administrative support to your Group to ensure they are supported and have the right tools to perform in their roles.
- Process and certify invoices for approval and payment.
- Prepare expense claim forms, arrange reimbursements, and prepare monthly credit card reconciliations.
- Reconcile taxi-charge and travel statements, in accordance with Ministry guidelines.
- Assist with monthly accruals.
- Provide administrative support for cross-Ministry tasks, e.g. setting up arrangements for Ministry-wide meetings.
- Contribute knowledge to and support specific projects or initiatives that relate to business and administrative support.

Facilities Support

- Maintain knowledge to be able to act as a back up for the Facilities Adviser role.

Relationship Management

- Work collaboratively with other Business Support Coordinators to provide a consistent customer service experience.
- Develop and maintain relationships with key internal and external stakeholders that contribute to the effective support of the Ministry.

The duties and responsibilities in this document are not exhaustive. The incumbent may be required to perform other work which is consistent with the nature of the role.

Who you will work with | Tou kapa

Internal	External
Executive Assistants of assigned Groups	Ministers and Associate Ministers Office

Management Teams of assigned Group	External providers/Consultants
Senior Leadership Team	
Other Business Support Coordinators	
Finance Team	
Other Ministry managers and teams, as required	

What you will bring | Te mea e mauria mai e koe

- Experience in a coordinator or administration support role within a complex multi functional office environment
- Experience working under pressure without close supervision, managing multiple priorities and timelines
- Experience providing customer support and solutions, in a continuous improvement focused environment
- Demonstrated interpersonal and relationship building skills including experience in building integral relationships quickly and easily
- Demonstrated proficiency in Microsoft tools and products
- Demonstrated positive, willing, agile and flexible working style

The Ministry of Transport's Māori Strategy | Hei Arataki

Hei Arataki has been developed to improve transport outcomes for Māori. Hei Arataki acknowledges that New Zealanders are not flourishing if Māori are not flourishing, and sets out our strategy direction to identify issues and opportunities for Māori in transport policy design and delivery.

<https://www.transport.govt.nz/assets/Uploads/Paper/HeiAratakiMaoriStrategy-1.pdf>

Hei Arataki is underpinned by the following Guiding Principles | Ngā Mātāpono:



Rangatiratanga

Empowering
and Leading



Kaitiakitanga

Guardianship and
Protection



Whanaungatanga

Collaboration
and Unity



Manaakitanga

Caring for and
valuing others

Diversity and inclusion | Te rereketanga me te whakauru

We want our workforce to increasingly reflect the communities we serve. The Ministry welcomes and supports people diverse backgrounds including people of all gender identities, ages, ethnicities, sexual orientations, disabilities and religions. A requirement of this role is to actively support and promote our diversity and inclusion principles.

Your health, safety and wellbeing | Te hauora, haumaru me to oranga

At the Ministry we expect all employees to:

- work safely and take responsibility for keeping self and colleagues free from harm
- report incidents and hazards promptly
- know what to do in the event of an emergency
- ensure personal health and safety standards are adhered to when at work or offsite when working.

Leadership Success Profile – capabilities | Pūkete Arataki Whaihua

We use the Leadership Success Profile (LSP) to help guide our people, including those not in management positions, towards the skills and capabilities needed for success within the Ministry and across the public sector.

HONEST & COURAGEOUS

Deliver the hard messages and makes difficult decisions in a timely manner to advance the longer term best interests of customers and New Zealand.

CURIOUS

Show curiosity, flexibility, and openness in analysing and integrating ideas, information, and differing perspective – to make fit for purpose decisions.

SELF-AWARE & AGILE

Leverage self-awareness to improve skills and adapt approach; to strengthen personal capability over time and optimise effectiveness with different situations and people.

RESILIENCE

Show composure, grit, and a sense of perspective when the going gets tough – to help others maintain optimism and focus.