

## **Job description: Operations Co-ordinator**

40 hours per week. Wellington based. Office Based Role.

The NZCTU is the largest democratic organisation in the country, representing over 300,000 workers in our 32 affiliated unions. The NZCTU exists to unite democratic trade unions, to enable them to consult and co-operate with each other for the common good, and to help achieve the agreed aims and objects of the NZCTU by acting in unison and in accordance with democratic decisions.

We believe in collective action, social justice, worker engagement, fairness, workers' safety and wellbeing, and solidarity underpinned by a commitment to Te Tiriti of Waitangi.

### **Purpose of role**

The Operations Co-ordinator will work closely with the Operations Manager to provide service and support in the following areas:

- Course administration for NZCTU training and development programme
- Assist in the planning, organisation and execution of NZCTU Conferences & special events
- Managing logistical and planning requirements for all NZCTU meetings as required
- Organisational/Administrative assistance to CTU sector groups as required
- Operational support and general administrative duties as required as part of the Operations Team.

### **Key responsibilities**

#### **Conference assistant coordinator**

Under the leadership and guidance of the Operations Manager, project coordination of all aspects of NZCTU regular conferences every two-year cycle (Biennial Conference, Te Rūnanga Biennial Hui, 6 x sector conferences and any other conferences as required. Duties include:-

- Sourcing and booking venues
- Maintain registration events page
- Booking and attendance of meetings for CTU staff leading up to the main Biennial Conference
- Update overall coordination sheet with all key dates and tasks required
- Preparing and updating of run sheet for each conference as required
- Ongoing liaison and set up including all audio-visual and venue requirements.
- Coordinate conference branding, design and conference layout alongside the CTU Officers, CTU Digital Lead and the Operations Manager
- Preparation of conference PowerPoints as required
- Manage catering
- Organisation of any side events including the conference reception
- Support for conference guests and speakers, liaising with the EA/administrator regarding travel
- Creating flyer and registration material and managing registration process including enquires from NZCTU affiliate unions and sending confirmation details
- Collation of event packs including preparation of all documents required by the Constitution such as voting cards & delegate entitlements, taking advice from the Secretary as needed

- Monitoring of budget, working with the Operations Manager
- On site management of Conferences and Events when required/requested

### **Course administration for NZCTU Training and Development programme**

Working with the Director of Union Development and following the procedures set down in the operations manual, provide administration support for the NZCTU training and development programme including:

- Planning dates on annual calendar – F2F, Webinars, Digital
- Calendar set up in digital space – LilRegie, Intranet, Website
- Booking venues
- Booking Flights/Accommodation for facilitators
- Sending out registration info and flyers
- Sending out communications to participants on course status
- Monitoring registrations and liaise with facilitator re bookings
- Call unions re courses if necessary
- Book catering
- Collation/printing resources/delivery to venue
- Finalise course completion processes /costs/ etc to manager and finance team.
- Providing evaluation summaries/reports

### **Managing logistical requirements for all NZCTU meetings including NAC, Rūnanga, and Sector Group Council meetings as required. This may include:-**

- Room set up and pack down.
- Catering and refreshments.
- Setting up any technology required.
- Liaising with EA/administrator regarding any travel requirements.

### **NZCTU special events**

Assist as required for any one-off or special events/functions, including RSVPs, tea & coffee, catering/refreshment ordering, technology (Zoom or other audiovisual hardware/software) requirements assistance, troubleshooting tech issues during event) and room set up and pack down.

### **Organisational administrative assistance to Te Rūnanga and the six sector groups**

- General administrative support around Te Rūnanga o nga kaimahi Maori o Aotearoa including but not limited to organising and ordering catering, booking rooms, sorting printing, refreshments, materials and other admin tasks as required.
- Point of contact for administrative support needs from Co-Convenors for Womens Council, Komiti Pasefika, Stand Up (youth), Out at Work (LGBTIQ), Disabled Workers network, Diverse Cultures network, including meeting management as set out above, other administrative needs, and triaging requests for support from other parts of the NZCTU such as campaigns and policy teams, working with the Secretary for guidance

**Operational support and general administrative duties**

- General administrative duties as requested by Operations Manager.
- Backup support for Executive Assistant when required
- Data entry in Xero as required
- Setting up of Teams, Zoom and other audio and video conference calls, as required where staff need assistance (shared role with EA Role)
- Assisting training, set up and troubleshooting with staff
- Ensuring with EA that meeting rooms are kept presentable at all times for use

**Key skills sought**

This position requires a person with exceptional organisational and communication skills, very strong attention to detail, the ability to plan strategically with excellent time management skills.

**Task Management:**

- Managing time/costs, resources.
- Structures work and sets and monitor' s progress.
- Performing manual repetitive tasks and uses technology.
- Problem-solving, managing the unexpected, using initiative and finding and implementing solutions.
- Proactively plans, sets goals and objectives.
- Makes effective decisions and initiates action within an ambiguous environment.

**Relationship Management:**

- Embodies the vision and the values of the organisation and social justice, empathy with the troubles of others and offers assistance and support to people.
- Believes in the value and ideals of the Union Movement.
- Has experience with working alongside diverse groups.

**Interpersonal Management:**

- Building up relationships and networks of people within and outside the organisation.
- The ability to work independently but also as part of a Team
- Excellent communication skills and a strong sense of identifying what people may need to know and following through with communications
- Gives focussed advice and develops a relationship of mutual trust with internal and external clients.
- Discrete, tactful, and mindful of confidentiality protocols.
- Shows empathy, listens and understands people.
- Maintains relationships with all affiliates and sector groups provides excellent service.

**Personal Management skills:**

- Flexibility, including the ability to work flexible hours when required leading up to, and at events.
- Handling changes and diversity.

- Accepting directions.
- Able to apply initiative but also to ask questions if unsure
- Achieving objectives; achieves results.
- Manages stress and handles constructive criticism well.
- Personal accountability.
- Shows reliability, acting with integrity and shows self-responsibility.
- Shows commitment and persevering.

#### **Technical Skills:**

- Understanding and ideally experienced with event and logistics systems and events coordination.
- Demonstrated experience with the Microsoft Office 365 Suite (including Word, Excel, Powerpoint and Outlook).
- Knowledge of filing documents electronically

#### **Working relationships**

This role reports to the Operations Manager and has a close working relationship with the Director of Union Development, the Executive Assistant, elected leadership and representatives of the NZCTU, Rūnanga, sector groups and NZCTU affiliate unions.

#### **Other Matters**

The NZCTU is an equal opportunities employer and is committed to helping staff build their understanding and commitment to Te Tiriti of Waitangi and providing opportunities for participation in cultural awareness training and other relevant study. This commitment is underpinned by *Te Takawaenga* relationship accord.

The position is based in the NZCTU office, Level 3, 79 Boulcott St, Wellington.

#### **Salary Range**

The conditions of employment are set out in the NZCTU Collective Employment Agreement. The current salary range for which this position is applicable to is from \$80,000 to \$93,000 plus benefits.

#### **Applying for this position**

To apply for this position please submit your CV with a covering letter by 5pm Monday 21st July 2025

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Or via email to [suew@nzctu.org.nz](mailto:suew@nzctu.org.nz)