



## **Position Description Wellington Manager**

### **Purpose**

This is a new role in the organisation, developed to support Wellington-based team members and Wellington customers. Our Wellington office has ~16 team members. In addition, with Wellington's central location people from other offices are frequent visitors.

This role is key to ensuring:

- the smooth running of the office
- a pleasant, welcoming, and effective office environment for Wellington based staff and visitors
- a local IL connection for customer contacts, especially when they are working with IL staff resident in other locations.

The Wellington Manager will work closely with all of Information Leadership's Leads and report to the MI-A Spoke Lead who is responsible for many of the Wellington staff.

### **Level of Work**

This is a Level I position.

Longest time-span tasks range between monthly and quarterly.

### **Manager and Manager-Once-Removed (MOR)**

Manager – MIA Spoke Lead

MOR – Director

### **Key Result Areas for the Role**

1. Supporting the Wellington Team (20%)
2. Wellington Customer Relationship Management (30%)
3. Management of the Wellington Office (20%)
4. Business Support Activities (30%)

## KRA #1: Supporting the Wellington Team

### ACTIVITIES

SUMMARY	DESCRIPTION
<b>Regular staff check-ins</b>	<p>Reviewing or doing regular crosschecks with nominated team members to ensure that they feel supported. Specific instances include:</p> <ul style="list-style-type: none"><li>• New starters and junior staff who may need more frequent support than through their regular 1-1 with their manager</li><li>• Staff whose manager is not located in Wellington and who need support more frequently than weekly</li><li>• Staff whose manager is on leave</li></ul> <p>Time span = Daily/weekly</p>
<b>Scheduling</b>	<p>Ensuring people know what work they have on; and have access to the people and resources they need to be successful. This includes using our internal project scheduling system: ProjectWorks.</p> <p>Of particular importance, is ensuring that at the end of the week each person knows what is booked for them the week following and that this is understood and set up to happen.</p> <p>Time span = Daily/weekly</p>
	<p>Being the organisation's SME (Subject Matter Expert) on our internal project scheduling system: ProjectWorks</p> <p>Time span = Quarterly</p>
<b>Business Hygiene</b>	<p>Ensuring timesheets are completed in a timely and accurate fashion</p> <p>Time span = Daily/weekly</p>
<b>Delivery focus</b>	<p>Monitoring the operational delivery of key assignments nominated by the MI-A Spoke Lead.</p> <p>This includes those with high tech or multi-disciplinary components and escalating or addressing issues.</p> <p>Focus does not require technical expertise but does require facilitation and problem-solving to ensure that the way we do things is aligned to our values and the customer's needs are met.</p>

### ACCOUNTABLE FOR:

#### Time

Checks and check-ins with staff happen on an 'as needed' basis. For some staff this will be daily, for others weekly and for others occasionally.

Assignments set up ideally same day or next day of request.

#### Quality

Wellington staff feel well supported and understand Information Leadership ways of working.

## KRA #2: Wellington Customer Relationship Management

### ACTIVITIES

SUMMARY	DESCRIPTION
<b>Meeting support</b>	Organising physical and remote meetings.  Ensuring that the Information Leadership consultants attending these meetings are well briefed about who they are meeting, where the meeting is being held, and any logistics around meeting set-up (equipment for displaying slides, room size etc.)  Attending meetings and taking notes.  Following up with the customer with further information, next steps and to gauge their satisfaction with the meeting.  Time span = Fortnightly
<b>Point of contact</b>	Being a point of contact for queries and requests from customers  Time span = Daily/weekly
<b>Statement of Work preparation</b>	Preparation of simple statements of work under the direction of a consultant  Time span = Weekly
<b>Customer outreach</b>	Keeping in touch with customers who do not have a nominated consultant looking after them.  This includes resuming contact with customers who we have previously done work with but who have not engaged us in recent years.

### ACCOUNTABLE FOR:

#### Time

Meeting support including briefing papers are provided to consultants two days head of the meeting.

Customer queries are responded to same day or next day.

Substantive responses are providing within a week of the initial contact with a holding response sent in the interim.

Statements of work are provided within a week of the request.

Customer outreach is done weekly with a cadence of a number of calls per week set in conjunction with Leads and the Marketing and Innovation Manager.

#### Quality

All written work is clear and free of spelling and grammatical areas.

Contact with customers is friendly and professional.

### KRA #3: Management of the Wellington Office

#### ACTIVITIES

SUMMARY	DESCRIPTION
<b>Office management</b>	Ensuring the office is always clean and tidy Liaising with providers and the landlord Arranging any desktop support, cabling etc. required Ensuring AV equipment (e.g. Surface Hub and meeting room PCs and large screens) are ready for easy connection for the laptops of local and visiting staff Time span = Daily to up to Quarterly
<b>Supporting guests</b>	Ensuring guests (internal and external) are made welcome and are supported. Time span = Daily/weekly
<b>Physical and virtual events</b>	Organising showcases and other regular events on behalf of the wider team Time span = Daily up to Quarterly

#### ACCOUNTABLE FOR:

##### Time

Ensuring the office is clean and tidy daily.

Organising events to a weekly, monthly and quarterly cadence

##### Quality

The office is professional, and guests and visitors feel welcome.

Staff and guests have the appropriate and well set-up equipment.

The appropriate people are informed about events and gatherings in a timely and clear fashion.

## KRA #4: Business Support Activities

### ACTIVITIES

SUMMARY	DESCRIPTION
<b>Invoice generation and review</b>	The generation of invoices Time span = weekly once per month
<b>HR admin support</b>	Placing advertisements Organising interviews and liaison with candidates Generation of contracts and other HR documentation Organising and filing in our HR workspace. Time span = Monthly
<b>Documentation support</b>	Completing the paperwork and process necessary for Government Marketplace approvals. Completing the paperwork and process necessary for keeping Information Leadership's Microsoft associations up to date. Reviewing Master Services Agreements and organising signatures once approved by senior staff. Time span = weekly.
<b>Accounts support</b>	Various checks and reconciliations including for: <ul style="list-style-type: none"><li>• Bank accounts and credit cards</li><li>• GST</li><li>• Expense approvals</li><li>• Statistics NZ surveys</li></ul>

### ACCOUNTABLE FOR:

#### Time

Invoices, HR support, documentation and accounts support is completed in a timely fashion (typically same day or within the span of two-three days).

#### Quality

All HR documents are free of spelling, grammatical and obvious content errors.

Processes are followed accurately and appropriately.

## Information Leadership Values

As the Wellington Manager, you will consistently model the behaviours that support the values of Information Leadership. As a leader in the business, you will inspire others to live the values of Information Leadership:

- **Reliable:** We do what we say we will
- **Prepared:** We think ahead and do the preparation
- **Challenging ourselves:** Are we making work better?
- **Team Players:** We've got each other's backs
- **Thriving:** Feeling valued and making a difference
- **Great experience and outcome:** Customers are delighted with our work

## Skills and Experience Required

- Well organised with strong time management and prioritization skills
- Commercial or customer service experience
- Willingness to undertake a variety of roles.
- Ability to work under pressure.
- Ability to learn quickly.
- Able to coach, mentor and support other team members.