

Business Support Coordinator

Date January 2025

Reporting Relationship and Location	
Reports to:	Head of Performance & Enablement
Team Business Unit:	Operations
Purpose	
<p>The Business Support Coordinator (BSC) provides comprehensive administrative and operational support to ensure smooth day-to-day functioning of core processes. This includes maintaining systems and services, coordinating facilities and supplies, and managing internal and external stakeholders.</p>	
Key Accountabilities	
<p>1. Departmental Support</p>	<ul style="list-style-type: none"> • Travel Coordination: Book domestic and international travel via Orbit Travel, including flights, accommodation, and vehicle hire. • Pool Car Management: Manage booking, maintenance, servicing, and grooming for pool vehicles. • Track WOF renewals and fire extinguisher/first aid kit servicing. • Development and circulation of Operations on-call manager roster. • Calendar & Meeting Management: Arrange meetings / schedules for priority recurring meetings with airport stakeholders and external agencies and union. • Book rooms, set agendas, take minutes, and distribute follow-up actions for recurring meetings (e.g., ACDM, ALT, Senior COG, AOC).
<p>2. Office and Facilities Management</p>	<ul style="list-style-type: none"> • Mail and Couriers: Manage mail services, including NZ Post, DX Mail, and urgent courier bookings. • Oversee PO box maintenance, mail bag preparation, and courier supplies. • Stationery and Supplies: Manage regular and one-off OfficeMax orders (stationery, kitchen, first aid) for multiple teams. • Replenish coffee, milk, tea, kitchen essentials, dignity products including coordination with suppliers (e.g., Dairylicious, Coffee Supreme, Nespresso). • Facility Maintenance: Log and track maintenance jobs via Cushman & Wakefield for electrical, plumbing, and repairs. • Manage cleaners, regular audits, and supplies for Quad 5 and other facilities. • Book security guards (Matrix Security) for after-hours work and coordinate access cards. • Asset Management: Oversee office equipment maintenance and repairs (e.g., printers, coffee machines, chairs, blinds). • Organize recycling programs for toner cartridges, batteries, and office waste.

	<ul style="list-style-type: none"> • First Aid and Wellness Room: maintain first aid kits, wellness room bedding, and emergency supplies. • Arrange servicing of equipment (e.g., kitchen pumps, HydroTap replacements).
3. Systems and Administrative Support	<ul style="list-style-type: none"> • Procurement and Invoicing: Process invoices across various cost centres and suppliers (Just Water, Assetlink, Iron Mountain, NZ Post, Rentokil, etc.). • Raise purchase orders (POs) and manage supplier accounts. • Reimbursements and Claims: Manage team reimbursements (e.g., LOPS claims for shoes, glasses) with manager approval. • Manage secure document bins and filing with Iron Mountain
4. Emergency and Security Support:	<ul style="list-style-type: none"> • Coordinate fire warden coverage and training. • Manage temporary security passes (AvSec ID Gateway).
5. Stakeholder and Event Coordination	<ul style="list-style-type: none"> • Act as the primary contact for contractors, vendors, and internal teams regarding facility or service issues. • Coordinate stakeholder services for internal events, office moves, and year-end closures (e.g., mail holds, cleaning, supplies). • Manage “The Cloak” meeting room bookings and ensure cleanliness and functionality.
6. Continuous Improvement	<ul style="list-style-type: none"> • Process Improvement: Identify opportunities to streamline processes, eliminate inefficiencies, and enhance service delivery across operations. • Cost Savings: Proactively identify cost-saving opportunities by reviewing vendor contracts, consolidating orders, reducing waste, and improving procurement practices. • Reporting and Insights: Regularly monitor expenditures and service usage to highlight trends, risks, or opportunities for optimisation. • Best Practices: Collaborate with internal teams, procurement and suppliers to adopt innovative approaches that improve operations and add value to the business.
Health, Safety and Wellbeing	<ul style="list-style-type: none"> • Role model Auckland Airport’s commitment to “People First” Health, Safety & Wellbeing approach • Lead by example, demonstrating and communicating visibly safe work. • Ensure all incidents are reported and investigated in a timely manner to enable continuous learning and improvement. • Consult, engage and communicate within your team and to others, to manage and improve Health, Safety and Wellbeing. • Understand and communicate the health, safety and wellbeing risks and controls across all the work your team carry out and maintain high levels of risk awareness within your team.

People Responsibilities and Project Management

People Leadership

- Role is responsible for managing on site contractors from time to time.

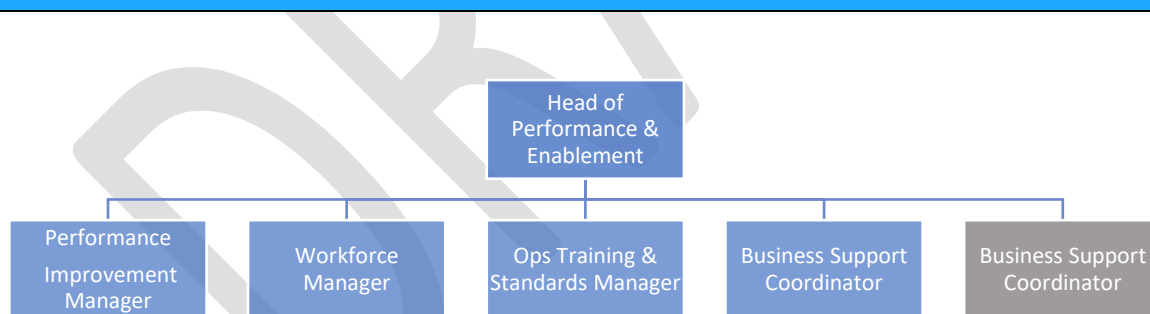
Financial Responsibilities and Authorities

Capital Expenditure		Operating Expenditure	
Staff Designation	Budgeted CAPEX Maximum Financial Authority	Staff Designation	Budgeted OPEX Maximum Financial Authority
Chief Executive	>\$4,000,000	Chief Executive	\$6,000,000
Leadership Team	\$4,000,000	Leadership Team	\$400,000
Senior Management	\$1,000,000	Senior Management	\$100,000
Management	\$125,000	Management	\$25,000
Administration	\$5,000	Administration	\$5,000

Financial Authority

- Not accountable for expenditure budget. No authority to commit routine expenditure or capital expenditure without reference to people leader.

Structure Chart



Key Challenges

Operational Cost Management:

- Analysing and reducing annual expenditures across seven operational locations while ensuring uninterrupted service delivery.

Vendor Management:

- Managing relationships with suppliers, contractors, and ensuring cost-efficiency while maintaining service quality.

<p>Process Optimization:</p> <ul style="list-style-type: none"> Identifying inefficiencies in procurement and administrative workflows and implementing streamlined solutions across multi-location teams. <p>Stakeholder Engagement:</p> <ul style="list-style-type: none"> Coordinating between internal teams (e.g., Operations, Finance, Corporate) and external vendors to align objectives and resolve complex challenges. <p>Team Enablement:</p> <ul style="list-style-type: none"> Supporting a wide variety of corporate and operational stakeholders to ensure facilities, systems and processes are operating effectively. 	
Key Relationships	
Internal	Purpose of contact with this person/s
<ul style="list-style-type: none"> Finance / Accounts: Collaborate to reconcile budgets, track expenses, and ensure operational cost efficiency. Operational Leaders and teams. Provide support to streamline processes and align operational objectives. Align business support model with the EA community to ensure alignment across corporate and operational locations. Act as the conduit between Facilities teams and Operations / Corporate where needed. 	<ul style="list-style-type: none"> Timely processing of invoices and payments ensuring processes are adhered to in a timely manner. Process payments, inventory ordering, purchase orders and provide invoicing updates on administrative and operational needs. Provide administrative support.
External	Purpose of contact with this person/s
<ul style="list-style-type: none"> Airport Stakeholders <ul style="list-style-type: none"> Contact Senior COG members and Senior Leaders of Swissport, Menzies, Customs, MPI, Police, BARNZ, Airlines and OACIS etc. to arrange meetings and send minutes and any pre-reading materials. 	<ul style="list-style-type: none"> Arranging meetings and sending minutes

<ul style="list-style-type: none"> • Technicians and Contractors <ul style="list-style-type: none"> ○ Liaise with technicians and contractors to repair or maintain equipment and instruments as needed. Follow through to allow access to building sites and office and arrange PO's for the Job done. • Auckland Airport Suppliers <ul style="list-style-type: none"> ○ Order Stationery and lunchroom supplies from office max, Coffee beans and hot chocolate from Coffee4Business, organise travel arrangements for Operation managers and teams from Orbit, work with Pit Stop to maintain our Operation Pool Cars. 	<ul style="list-style-type: none"> • Building access for repairs and Maintenance, system support and troubleshooting • Stationery and lunchroom supplies, travel requests and Pool Car registration/WOF and repair
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Person Specification

Qualifications (or equivalent level of learning)

Essential	Desirable
<ul style="list-style-type: none"> • 5 years' experience in business administration or bachelor's degree in business administration, operations management, or experience in a related field. 	<ul style="list-style-type: none"> • Diploma in procurement or supply chain management. • Advanced training in continuous improvement methodologies (e.g., Lean Six Sigma).

Knowledge / Experience

Essential	Desirable
<ul style="list-style-type: none"> • Minimum 5 years' experience in operations, business support, or administrative roles in a complex organisational setting. • Proven expertise in managing procurement processes, vendor management, and inventory control. • Strong understanding of implementing process improvement initiatives to enhance efficiency. 	<ul style="list-style-type: none"> • Experience in digital tool adoption for workflow management and reporting. • Exposure to managing multi-location operational teams, ensuring alignment and consistency.

changes. This position description may be reviewed as part of the preparation for performance planning for the annual performance cycle, or as required.

Sign-Off

Job-Holder	People Leader
Print Name: _____ Sign: _____	Print Name: _____ Sign: _____

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