



## Quick look

Role title                      Events Coordinator and Team Administrator  
 Reporting to                  Chief Operations Officer (COO)  
 Date                              October 2023

## Who we are

Aotearoa’s peak body supporting the exercise community. A skilled, passionate team, we support exercise businesses of all types and sizes, including gyms, recreation facilities and studios, as well as the trainers and teachers operating within them – with the vision of everyone in Aotearoa exercising.

## Ambition

We are committed to the organisation’s development and expansion, the growth of Aotearoa’s exercise industry, the exercise professionals within it, and the promotion of exercise to the community.

## Our Mission

To support Aotearoa’s exercise industry, both our people and places.

## Your role

The Events Coordinator and Team Administrator role plays an important part in helping the ExNZ events and team to run smoothly and efficiently, while at the same time providing an excellent membership experience. The role is varied and supports the effective running of events, and provides administrative support in a number of areas including processing of various applications, answering phone calls, filtering emails and forwarding to appropriate team members, and assisting the team with a variety of tasks to support projects and tasks.

Events coordination	<ul style="list-style-type: none"> <li><input type="checkbox"/> Plans and organises events - conference, road shows, awards.</li> <li><input type="checkbox"/> Event logistics - venue hire, travel, accomodation, suppliers, etc.</li> <li><input type="checkbox"/> Maintains relationship with venues, caterers, speakers, events volunteers.</li> <li><input type="checkbox"/> Collates and coordinates required event collateral.</li> <li><input type="checkbox"/> Assists with producing and distributing marketing collateral.</li> </ul>
Membership administration	<ul style="list-style-type: none"> <li><input type="checkbox"/> Assist with membership registrations, including ensuring membership criteria have been met and that the application process is completed fully and to the required standard.</li> </ul>

ExNZ – Confidential

*Note: Here’s the fine print. This position description is intended only as a general guideline of key responsibilities and measurements. ExNZ reserves the right to amend or change the position description as it deems appropriate to accommodate the needs of the business.*

	<ul style="list-style-type: none"> <li><input type="checkbox"/> Respond to membership queries, ensuring a first-class membership experience.</li> <li><input type="checkbox"/> Assist with membership fulfilment activities (e.g. issue welcome packs etc)</li> <li><input type="checkbox"/> Oversee and administer the online store. Despatch goods and undertake stocktakes as required.</li> </ul>
Team Administration	<ul style="list-style-type: none"> <li><input type="checkbox"/> Take ownership of assigned work to assist with the smooth running of the team. This includes but is not limited to: <ul style="list-style-type: none"> <li><input type="checkbox"/> Providing accurate and confidential administrative support where required.</li> <li><input type="checkbox"/> Monitoring inboxes and responding/forwarding requests for information.</li> <li><input type="checkbox"/> Scheduling team meetings and where required taking minutes and following up on agreed actions.</li> <li><input type="checkbox"/> Assisting with the organisation of staff events.</li> <li><input type="checkbox"/> Providing event support to ensure the successful running of ExNZ conferences, roadshows and events.</li> <li><input type="checkbox"/> Scanning and creating digital paper records.</li> <li><input type="checkbox"/> Assisting with mailouts and marketing activities.</li> </ul> </li> </ul>
Standards & processes	<ul style="list-style-type: none"> <li><input type="checkbox"/> Actively contributes to improving ExNZ's processes to improve our membership experience and grow our membership base.</li> <li><input type="checkbox"/> Proactively establishes and documents systems and processes to support the team to become more efficient.</li> </ul>
Emerging technology & continuous improvement	<ul style="list-style-type: none"> <li><input type="checkbox"/> Commit to learning and development plan.</li> <li><input type="checkbox"/> Identify opportunities for innovation.</li> <li><input type="checkbox"/> Keep abreast of related industry developments and trends.</li> </ul>

## Your work and skills.

The knowledge and experience required in your role.

## Key performance measures

How do you know you are successful in your role?

- Goals and KPIs are defined and agreed upon annually.

Event coordination	<ul style="list-style-type: none"> <li><input type="checkbox"/> Events are mapped out fully with all tasks, timelines, key milestones, and staff assignment presented in our project management software – then signed off.</li> <li><input type="checkbox"/> Timelines are met.</li> <li><input type="checkbox"/> Events are run smoothly and the attendee experience is excellent.</li> </ul>
--------------------	---

Team administration	<input type="checkbox"/> Overflow support is provided during peak workload periods (e.g. membership renewals, prior to and during events, etc) <input type="checkbox"/> Team meeting outputs are recorded, tracked and implemented.
Project support	<input type="checkbox"/> Projects are completed within the specified time and are of the agreed quality standard.
Membership administration	<input type="checkbox"/> Memberships and various applications are processed within the agreed timeline.
Standards & processes	<input type="checkbox"/> Standards and processes are followed.
Emerging Technology & Continuous Improvement	<input type="checkbox"/> Suggests and gains agreement to implement improvements to ExNZ's processes, approach, and/or strategies.

## Competencies

<input type="checkbox"/> Planning and organising <input type="checkbox"/> Attention to detail <input type="checkbox"/> Excellent communication skills <input type="checkbox"/> Problem-solving <input type="checkbox"/> Computer literacy	<input type="checkbox"/> Collaboration <input type="checkbox"/> Professional <input type="checkbox"/> Strong numeric competence <input type="checkbox"/> Customer focus
---	--

## Expertise

- 2+ years' experience in a highly administrative and diverse role, ideally with event and/or project coordination experience.
- Demonstrated time management and organisation skills.
- Computer literacy with the ability and confidence to learn new skills.
- Good numerical skills.
- A genuine passion for the exercise sector and our mission of getting kiwis moving.
- Excellent written and verbal communication skills.
- The ability to develop effective relationships at all levels.
- Excellent customer service skills.
- The ability to work independently and the tenacity to see assigned projects through to completion.

## Working relationships

- ExNZ team
- Members and Customers
- Suppliers
- Outsourced providers

## Limits of authority

- This role has no direct reports, budgetary control, or purchasing authority.