Position Description

Role			
Position	Impact Operational Support	**Reports To**	Chief Strategy and Impact Officer (CSIO)
Contract Type	Permanent, Full Time	**Location**	Tāmaki Makaurau, Auckland and remote

About Tū Ātea

For generations Māori have asserted our rights to radio spectrum, leading to significant milestones in the recognition and promotion of Te Reo Māori. In 2022, the Crown recognised Māori interests in the radio spectrum and agreed to establish Tū Ātea.

Although new, this entity has a rich whakapapa that builds upon four decades of mahi accomplished by the Interim Māori Spectrum Commission (IMSC), the Māori Spectrum Working Group (MSWG), Waitangi Tribunal claimant groups and other champions for change.

Since its establishment, Tū Ātea has grown in scale and influence including the establishment of Tū Ātea Network Services, the acquisition of Broadtech Limited and JDA Network Specialists. It is overseen by a Board of directors who set the strategic direction and managed by a team of seven employees in Tū Ātea and many more across the group.

Tū Ātea represents a critical intersection of technology, culture and social investment, providing substantial benefits to the New Zealand Government and, by extension, to the social and economic wellbeing of all New Zealanders. By aligning its initiatives with key government strategies and legislation, Tū Ātea not only supports national goals but also fosters a more inclusive and resilient economy.

Impact Programme Purpose

The Tū Ātea Impact Programme will create new routes to skills, qualifications, jobs, businesses, innovation and entrepreneurship in the telecommunications sector. It supports the acceleration of Māori into high-value jobs, careers and businesses.

It will do this by creating a practical and highly supported environment that offers a new generation of Māori workers and innovators everything they need to launch their futures in work and businesses.
We are building a community. The programme will include cultural support and learning approaches such as tuakana-teina, kaupapa Māori, and Mātauranga Māori methods – and parallel 'western' industry and academic methods.

This role is essential in helping the Chief Strategy and Impact Officer and the whole team in building and expanding the Impact Programme and the Māori talent pool. The role requires a strong supporter who will help us build a substantial Māori workforce and businesses in the telecommunications sector.

Functional Role

The Impact Operational Support person will work closely with, and assist the CSIO in managing the day-to-day operations, providing administrative support, and ensuring the smooth functioning of executive activities. This role is essential to maintaining organisational efficiency and supporting the CSIO in decision-making, planning, and achieving key business goals.

The purpose of the role is to streamline the operational tasks of the CSIO, allowing for greater focus on

high-level strategy and decision-making. The role is designed to enhance the CSIO's effectiveness by managing their time, gathering information, supporting project delivery, and handling communication and coordination.

Relationships	
Internal	Senior management and operational teams across various functions
External	Clients, partners, stakeholders and providers, and other key contacts of the CSIO

Travel Requirements
There may be a requirement to travel from time to time.

Key Accountabilities and Time Allocation	Result Areas
General support (60%)	• Administrative support including arranging initiatives for the Impact Programme team members, supporting with resource allocation and supply for team members and ensuring all administrative requirements for the programme are met at all times. • Operational support including helping to run the Impact Programme and picking up tasks across the lifecycle of the Impact Programme for smooth daily task completion. • Reporting support including assisting the CSIO with preparing regular and adhoc reports to outline how formal reports on how programmes are tracking based on set and requested KPI's • Document support including drafting or finishing proposal documents, formal reporting packs and other documents as required by the CSIO • Informational support including locating an information as requested by the team
Project Coordination (20%)	• Assist in tracking progress of key projects including following up on outstanding tasks with members of the team. • Supporting with tasks as required to moved tasks in the projects along. • Creating basic project plans and keeping track of deadlines • Follow up on action items and ensure timely execution • Provide organisational and operational support in company-wide events or initiatives • Effectively support with interpreting and comparing budgets for different projects
Communication and Coordination (10%)	• Liaise with internal teams and external partners to ensure alignment on key activities • Serve as a point of contact for stakeholders on behalf of the CSIO • Organise meetings, take minutes, and ensure effective follow-up on actions
Operational Efficiency (10%)	• Identify opportunities to improve processes that enhance CSIO's productivity and effectiveness • Assist in compiling and organising data and information for decision-making • Support in developing and implementing operational strategies

Behavioural Competencies and Core Values

- **Meticulous Attention to Detail:** Ensures a high level of accuracy in tasks and communication, prevents double handling, and supports a high-trust in outputs
- **Adaptability:** Thrives in a rapidly changing and establishing environment, adjusts easily to the CSIO's needs
- **Time Management**: Efficiently prioritises tasks to meet deadlines
- **Problem-Solving:** Demonstrates the ability to anticipate issues and find solutions before they arise, pragmatic and willing to do what is needed
- **Communication**: Communicates clearly and professionally with all stakeholders both written and verbal
- **Confidentiality**: Maintains discretion when handling sensitive information
- **Accountability**: Approach tasks and responsibilities with a commitment to outcomes
- **Collaboration**: Work closely with teams and stakeholders to ensure alignment
- **Productivity**: Maximise the productivity of the CSIO's time and resources

Relevant Skills

- High maturity in Te Reo me ngā Tikanga and able to confidently navigate varied cultural environments
- Strong organisational and multitasking abilities
- Excellent professional written and verbal communication
- Proficiency in Microsoft Office applications and other technology tools
- Ability to self-learn technology tools and systems
- Ability to work both independently and as part of a team
- Effective time management and prioritisation
- Operate with a high level of trust, confidentiality, honesty, discretion and professionalism

Qualifications and Experience

- Bachelor's degree in Business Administration, Management, or a related field
- 10+ years of experience in executive or operational support roles
- Experience working in fast-paced and technology-heavy environments in a senior executive setting
- Experience reviewing and interpreting budgets
- Competent user in a range of office-related software and tools
- Strong understanding of business operations and workflows

The company reserves the right to amend the job description, in consultation with you, as business needs change. The tasks and responsibilities in this position description are not exhaustive and the incumbent may be required to undertake duties not included in this document which are broadly in line with the above responsibilities/activities.

Employee Signature: ....   Date: ....

Metrics
• Timely execution of key deliverables, information gathering and administrative tasks • Improvement in CSIO time management and operational efficiency • Successful coordination of high-priority projects • Satisfaction ratings from CSIO on overall support provided • Accurate and timely communication with stakeholders

Outcomes
• A well-organised and smoothly functioning executive operations office • Enhanced CSIO productivity through effective scheduling and task management, information support and general operational support • Timely completion of critical projects and deliverables • Positive internal and external stakeholder relationships • Improved decision-making through accurate and well-prepared documentation and communication