

## Position Description: Operations and Partnerships Coordinator

<b>Title</b>	Operations and Partnerships Coordinator
<b>Reports To</b>	Chief Operating Officer (COO)
<b>Location</b>	57 Kilmore Street, Christchurch
<b>Date Completed</b>	February 2026
<b>Internal Relationships</b>	Chief Operating Officer, Head of Advocacy and Strategy, Sales Team, Marketing and Communications Team, Receptionist/Export Documentation Advisor, Business Advisors
<b>External Relationships</b>	Members, Customers, Partners, Strategic Relationship Stakeholders, Members Certified Canterbury Trusted
<b>Direct Reports</b>	Receptionist/Export Documentation Advisor

## Purpose of the Operations and Partnerships Coordinator

### Background

This is a multi-faceted role that helps support several areas of the business that contribute to strong commercial outcomes and providing exceptional customer experience when partnering with Business Canterbury. In addition, this role supports the delivery of our Canterbury Trusted product and ensures our facilities are fit for purpose, compliant and provide a great customer experience.

This role provides support across a range of areas within the organisation including, but not limited to:

- Partnerships
- Strategic Relationships
- Canterbury Trusted
- Reception Administration
- Facilities Management
- Projects and New Products

### Position Objectives

The objectives of this role are to:

- Provide strong support to ensure the successful delivery, execution and engagement with our Partners and Strategic Relationships
- Undertake a robust due diligence process for Canterbury Trusted
- Ensure our office environment and facilities are well maintained and meet compliance requirements
- Oversee the smooth operation and resourcing of frontline reception
- Provide support as required for specific new products and projects.

## Key Areas of Responsibility

You are responsible for delivering on the following key accountabilities for this role. Key performance indicators (KPIs) which will be discussed and agreed with you upon commencement. These include:

### Partnerships

- To administration support to the Chief Operating Officer (COO) for Partnerships.
- Develop proposals and agreements ensuring they align with our strategy, brand, and key messages and protect the interests of Business Canterbury.
- Develop agreements that reflect agreed benefits and obligations.
- Develop an execution plan for Partner deliverables and work across the team to ensure execution and delivery of obligations.
- Ensure all Partnerships and their associated documentation are captured in HubSpot.
- Represent Business Canterbury with key strategic stakeholder groups, members and networks as required.

### Strategic Relationships

- Assist the COO to identify strategic relationship opportunities that align with our strategy around:
  - Growing our member and customer engagement
  - Growing our membership and customer base and
  - Increasing revenue from our members and customers.
- Develop proposals and agreements ensuring they align with our strategy, brand, and key messages and protect the interests of Business Canterbury.
- Develop an execution plan for Partner deliverables and work across the team to ensure execution and delivery of obligations.
- Ensure all relationships are captured in HubSpot.
- Represent Business Canterbury with key strategic stakeholder groups, members and networks as required.

### Canterbury Trusted

- Oversee the end-to-end process for Canterbury Trusted (CT) applications.
- Execution and management of Canterbury Trusted process from expression of interest through to certification.
- Assisting members with queries regarding the application process.
- Proactive account management and processing of annual renewals.
- Interviewing referees to cross reference application results.
- Client management and regular communication.
- Due diligence processing.
- Awarding or declining applications and reporting/narrative on decisions made.
- Be a champion for Canterbury Trusted both internally and externally generating leads and opportunities for expansion of services.
- Seek opportunities to pathway members into other products or services to uplift spend per customer.
- Ensure that customer records are well maintained so that our data and reporting is accurate.
- Canterbury Trusted administration including data entry, communications, process documentation and invoicing.
- Reporting on sales, conversions and trends identified as required.
- Proactively monitoring performance against budget.
- Engaging with marketing to ensure effective promotion of CT brand and members to drive interest and value.

### Reception Administration

- To oversee the smooth operation and resourcing of:
  - Frontline reception ensuring exceptional customer experience
  - To ensure reception is fully staffed through empowering the Receptionist to organise support/cover as required
  - Oversight of export documentation services including monthly billing, reporting and monitoring variances.

- Through the Export Documentation Advisor ensure we are meeting our compliance requirements and keeping our systems, processes and signatories up to date.

### **Facilities Management and Compliance**

- Our office environment and facilities are well maintained and meet compliance.
- Management and maintenance of office facilities and equipment including but not limited to:
  - Cleaning contract
  - Air conditioning maintenance contract
  - Vehicle fleet (in association with the Finance Manager)
  - Ensuring furniture and fittings remain in good order and are replaced as appropriate and in line with budget, working with the Finance Manager
  - Monitoring warranty status of facilities and ensuring that this is accessed as appropriate
- Ensure all building compliance requirements are met and are up to date.
- Management of access and security to the building.
- Responsibility for managing and maintaining of internal rooms including cleaning and servicing of equipment and ground maintenance.
- Providing full and accurate information for the annual Budget for our facilities and ongoing maintenance.

### **Project and New Products**

- To support project delivery and execution across the organisation.
- To support the conceptualisation, development, and delivery of new products and/or services.

### **Team Leadership**

- Provide leadership to and hold direct reports accountable for performance.
- Lead HR activity with direct reports which includes leadership, mentoring, empowering, induction and performance management.
- Monitor individual and team wellbeing and escalate any potential issues that may require additional support.
- Adhere to our HR practices, systems and processes for recruitment, induction, retention and performance.
- Ensure team members are adhering to organisational policies.

### **General**

- Provide back up cover for Reception as required.
- Any other duties that may arise as the position develops.
- Promote and actively encourage membership growth through identifying and actioning membership acquisition and retention opportunities.
- Actively participate in:
  - Team meetings
  - Annual business planning process
  - Staff engagement surveys
  - Professional development
  - Identifying and acting on opportunities that support our strategy.
- Operate within the agreed Strategy/Operational Business Plan and Budget.

### **Corporate Responsibility**

- Create and maintain information and appropriate Business Canterbury management systems.
- Promote a positive and professional image of Business Canterbury at all times.
- Represent the Business Canterbury as appropriate.
- Engage in appropriate stakeholder liaison.
- Understand and implement Business Canterbury values of **Lead the Change and the Charge; Be the Best Business Partner; Fiercely Focussed on what's best for our Customers; Commercially Driven for impact and Authenticity matters.**
- Ensure you understand and adhere to all Business Canterbury Policies including the Health and Safety Policy, which involves actively contributing towards Business Canterbury's commitment to the safety and wellbeing of our fellow staff and our members at all times.

## Key Competencies/Knowledge/Skills and Experience

	Required	Desirable
Previous experience in writing sponsorship/partnership proposals and agreements	✓	
Previous experience with corporate sponsorship relationship management	✓	
Coordination, planning and multi-tasking ability	✓	
Excellent oral and written communication skills with a high attention to detail	✓	
The ability to operate at a strategic and implementation level using critical thinking	✓	
Strong business and financial acumen	✓	
Experience in undertaking due diligence and applying judgement	✓	
A strong customer service ethic with the ability to see and act on trends in customer engagement	✓	
People leadership experience		
The ability to communicate clearly both in writing and verbally with internal and external audiences	✓	
Strong understanding of the Canterbury business environment	✓	
Proficient user of Microsoft Office suite, including Sharepoint	✓	
Experience in membership-based organisations		✓
Experience with HubSpot		✓
Experience in managing facilities in an office-based environment		✓

## Personal Attributes

Personal Attributes	Characterised by
<b>Customer Focus</b>	<ul style="list-style-type: none"> <li>▪ A passion for providing excellent customer support and service</li> <li>▪ Thrive on providing excellent support to others.</li> </ul>
<b>Curiosity</b>	<ul style="list-style-type: none"> <li>▪ Embraces change.</li> <li>▪ Continuous improvement mindset.</li> <li>▪ Doesn't settle for the status quo .</li> </ul>
<b>Communicator</b>	<ul style="list-style-type: none"> <li>▪ Strong written and verbal communication skills demonstrated through face-to-face interactions, phone conversations and digital communications.</li> <li>▪ Ability to work collaboratively as an active member of the team, being comfortable to share and communicate your ideas.</li> </ul>
<b>Agility</b>	<ul style="list-style-type: none"> <li>▪ Effective multitasker, able to switch tasks when required.</li> <li>▪ Tracks and maintains deadlines.</li> <li>▪ Maintain positivity during periods of change.</li> <li>▪ Able to work flexibly when required.</li> </ul>
<b>Integrity</b>	<ul style="list-style-type: none"> <li>▪ A high level of integrity, confidentiality, and honesty.</li> </ul>
<b>Personal Organisation</b>	<ul style="list-style-type: none"> <li>▪ Self-directed, highly motivated and enjoys working in an empowering, flexible environment.</li> <li>▪ Uses initiative to identify new ways of doing things.</li> <li>▪ Well organized.</li> <li>▪ Copes well under pressure.</li> <li>▪ Strong attention to detail.</li> </ul>