

# Whakaaturanga Mahi - Job description

## Job details

<b>Job title:</b>	Business Administrator
<b>Reports to:</b>	Partnerships and Strategic Development Manager
<b>Direct reports:</b>	0
<b>Key relationships:</b>	
<i>Internal:</i>	All Enable New Zealand Limited Staff and Managers Growth Team Program and Project Teams
<i>External:</i>	Customers Funders and suppliers Potential business customers Sector partners Aged care providers Non-Government Organisations Private hospitals Mobility retailers
<b>Location:</b>	Palmerston North

## Ko wai mātou - Who we are

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for disabled people and their whānau on behalf of the Accident Compensation Corporation (**ACC**) and Disability Support Services (**DSS**) on behalf the Ministry of Social Development.

## He aha ngā painga ki a mātou - What matters to us most

At Enable New Zealand, we care about making a difference to disabled people and working together as a team.

## He aha te mahi - Role purpose

The Business Administrator – Growth provides high-quality coordination, administrative, and governance support across all growth activities. The role enables the effective delivery of Enable New Zealand’s Growth Plan by maintaining robust planning, reporting, and coordination between the growth team, internal stakeholders, partners, and customers.

Reporting to the Partnerships and Strategic Development Manager, this role supports governance and assurance processes, tracks progress against growth milestones, and ensures accurate, timely information is available to leadership, oversight groups, and the Board.

## Ngā mahi haepapa - Role responsibilities

Key objectives	Responsibilities
<p><b>Coordination and administration</b></p> <p>Provides structured planning, coordination, and administrative support to ensure growth initiatives are delivered efficiently, tracked accurately, and aligned to agreed priorities.</p>	<ul style="list-style-type: none"> <li>• Maintain integrated workplans, timelines, and delivery trackers across strategic initiatives.</li> <li>• Coordinate activities across the team, internal teams, partners, and customers to support delivery of agreed outcomes.</li> <li>• Track milestones, dependencies, actions, and follow-ups to ensure momentum and accountability.</li> <li>• Support day-to-day administrative needs.</li> <li>• Produce accurate, high-quality work within agreed timeframes</li> </ul>
<p><b>Governance and assurance</b></p> <p>Supports effective oversight of initiatives by preparing accurate reporting, maintaining governance documentation, and ensuring adherence to agreed frameworks and decision-making processes.</p>	<ul style="list-style-type: none"> <li>• Prepare weekly, fortnightly, and monthly status reports for leadership, the governance groups, ELT, and the Board.</li> <li>• Maintain risk, issue, and decision logs for initiatives.</li> <li>• Support governance meetings, including agenda preparation, papers, minutes, and action tracking.</li> <li>• Monitor adherence to agreed governance, reporting, and approval frameworks.</li> </ul>
<p><b>Partner and customer coordination</b></p> <p>Supports effective partner and customer relationships by coordinating engagement activities, information flow, and operational follow-up across growth initiatives.</p>	<ul style="list-style-type: none"> <li>• Maintain structured, accessible documentation and data repositories for activities.</li> <li>• Support CRM accuracy, reporting, and forecasting in collaboration with the Partnerships and Strategic Development Manager.</li> <li>• Support collection, collation, and analysis of information to inform decision-making.</li> </ul>

Key objectives	Responsibilities
<p><b>Reporting &amp; Performance</b></p> <p>Undertake reporting relevant to the role.</p>	<ul style="list-style-type: none"> <li>• Provide regular operational updates, governance reports, and monthly summaries to the relevant parties including the Executive Leadership Team, and Board.</li> <li>• Track and report on KPIs, financial performance, and progress towards growth targets.</li> </ul>
<p><b>Continuous Improvement</b></p> <p>Lead organisational excellence in various initiatives.</p>	<ul style="list-style-type: none"> <li>• Identify opportunities to improve growth processes, templates, and ways of working.</li> <li>• Support the implementation of consistent tools, reporting formats, and disciplines across growth initiatives</li> </ul>
<p><b>Apply Health and Safety knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation</b></p>	<ul style="list-style-type: none"> <li>• Is familiar with all policies and procedures as they affect the work environment</li> <li>• Ensure that safe working procedures are practised, and no person is endangered through action or inaction</li> <li>• Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards</li> <li>• Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand's incident reporting system. Actively participate in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures</li> </ul>
<p><b>Te Tiriti o Waitangi - Treaty of Waitangi and Equity</b></p>	<ul style="list-style-type: none"> <li>• Apply knowledge of Te Tiriti o Waitangi - Treaty of Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions</li> </ul>

## Ngā āheitanga matua - Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

### Qualifications and Experience

- Proven experience (2+ years) in a business administration, coordination, or project support role.
- Experience preparing reports, tracking actions, and supporting governance processes.
- Experience with CRM systems and digital business tools.
- Experience working with partners and external stakeholders.

### **Skills & Attributes**

- High level of computer literacy, including Microsoft 365 applications.
- Strong organisational skills with ability to manage multiple workstreams simultaneously.
- Knowledge of the health, disability, or public sector.
- Excellent communication and stakeholder engagement skills.
- Resilient, self-motivated, and results-oriented.
- Commitment to person-centred practice and equity.

### Physical Attributes:

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the People and Culture Team.