

Operations Support Coordinator

Position description

About Blueprint

Blueprint for Learning (Blueprint) is one of New Zealand's largest training providers in mental health and addiction, dedicated to both workforce development and community training. We aspire to enhance the wellbeing of people and communities through inspirational learning.

Blueprint is best known for our range of mental health training. We are NZQA registered, holding the highest Category 1 rating for quality. This demonstrates our commitment to quality, effectiveness, and customer satisfaction.

Blueprint recognises the importance of whānau, hapū and iwi within Aotearoa. Our goal is to establish high trust collaborative relationships with Māori and to align our services to consider and reflect Māori aspirations and equity within our work.

Blueprint is guided by a Kanorau charter to ensure diversity and inclusion is a core principle of how we work. An example of this is our current work to attain the Rainbow Tick.

Blueprint is part of the Wise Group, a family of peak performing charitable entities working in areas from frontline service to software development. Blueprint works directly with Te Pou, a national centre of evidence-based workforce development for the mental health, addiction, and disability sectors in New Zealand. They support organisations to implement policy and plan and develop their workforce with practical resources, consultation and education. They use a sound evidence base that builds better services to improve people's lives.

Purpose

To provide exceptional operational support, planning and processes that enable colleagues and contractors within Blueprint to deliver high quality workshops and programmes. This includes coordination of business support procedures, workshop logistics, resource management, and customer service. The role works closely with others across the Wise Group and maintains effective communication and collaboration at all times.



Focus

Provide efficient operational support and administration across Blueprint for Learning

- Carry out administration using a variety of systems to ensure smooth operational delivery. This includes invoice processing, travel coordination, booking venues, supporting resource collation and delivery, data entry, formatting documents and presentations, and managing information and equipment.
- Locate, organise and share relevant information to support effective decision making and service delivery.
- Provide support with reporting including survey data, information from the workshop management system, and stakeholder survey coordination.
- Support scheduling and workshop coordination through accurate updates in Arlo including venue details, facilitator calendars, workshop visibility on the website, key customer contacts and commercial order setup.
- Prepare workshop resource boxes, send them out on time, track deliveries and update the stock tracker. Ensure returned boxes are processed, unpacked and restocked. This may include some heavy lifting.
- Provide consistent online support which may include coordinating online workshops, assisting with Zoom logistics, supporting session hosts and responding to queries that come in via the on call phone.
- Induct new administrators and coordinators into Blueprint systems and processes and provide ongoing support as needed.
- Complete tasks in a way that reflects Blueprint values and quality expectations.

2) Facilities and event management

- Assist with local event management including registrations, welcoming attendees, room set up and facilitator support.
- Host and support in office workshops and hui when required. This includes room preparation, greeting facilitators, supporting breaks and end of day pack down.
- Provide reception cover and work with courier services including arranging courier bookings for workshop materials and ensuring deliveries and returns are tracked.

3) Provide outstanding customer service

- Deliver high quality customer service and maintain effective communication with participants, organisations, facilitators and Wise Group colleagues.
- Monitor shared inboxes, respond promptly to enquiries and cancellations, and ensure accurate information is shared.
- Maintain accurate files and records in line with Blueprint and Wise Group guidelines.

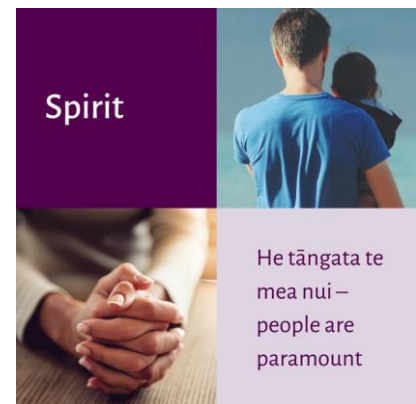
- Support troubleshooting with business systems including resolving minor technology issues or updating website content.
- Liaise with facilitators, venues and organisations to ensure accessibility requirements, catering needs and key workshop information are met.

4) Continuously seek new and improved ways of doing things

- Serve as an Arlo super user. This includes problem solving, troubleshooting, identifying and testing improvements, and supporting others to use the system effectively.
- Identify opportunities for process and system improvements and help embed new or enhanced practices.
- Prepare, update and support the use of process guides and internal documentation.
- Train and support team members in new processes and systems.
- Contribute to personal professional development aligned to the Seven Real Skills, and plan and deliver work using the Ngā Pou Tāhuhu framework.

Attributes

- You love what we do and enjoy proactively seeking new opportunities to enhance our contribution within the sector and in workplaces. You are excited by the prospect of change, and you keep the bigger picture in mind as you take a lead role within Blueprint for Learning.
- You will demonstrate the following attributes:
- Inspirational: inspiring others to be their best
- Brave: the courage to meet challenges in pursuit of a better world
- Adaptive: ability to change to suit different conditions
- Connectors: connecting people and ideas for creative outcomes
- Futured: Foresightful, forward looking and prescient
- Ethical: Ethics before ego
- Aroha: Love, caring, compassion and empathy for others
- Whānau: Nurturing a family-like culture



Requirements

Essential

- 3 years experience work experience – work in a similar role preferred.
- Ability to prioritise job tasks depending on workflow
- Responds flexibly and supportively to requests for assistance based on agreed business objectives.
- Excellent communication skills, both verbal and written.
- Excellent information technology skills, and intermediate and greater experience using Microsoft Office software suite and other software packages as required.
- Keen attention to detail.
- Ability to assess and balance the needs and expectations of diverse stakeholders.
- Participate and collaborate as a member of the team.
- Commitment to personally apply the principles of the Treaty of Waitangi in the work you do.
- Use inclusive and culturally relevant practices in your work.
- Embrace diversity and demonstrate inclusive behaviours.
- Use sound ethical processes with a customer service approach.
- Reflects the Essential level of Let's get real across the seven Real Skills in work practices.
- Display a passion for working with the sector to improve quality of life outcomes for people using mental health, addiction and disability services.

Preferred

- An understanding of the mental health, addiction and disability sector.

