

POSITION DESCRIPTION

Title of Position	Systems Coordinator
Community Service Area	Property & Operations
Reports to	Property & Operations Manager
Employment Term	Permanent Full Time
Location	AUT Millennium, 17 Antares Place, Rosedale and at any other reasonable location to which you may be directed from time to time by the Employer.

ROLE PURPOSE

This is your role and the part you need to play in the success of the organisation.

This position has following key objectives:

- To support the smooth and effective functioning of our sport and recreation facility by coordinating key systems and platforms that manage workflows across departments. This role ensures processes are efficient, collaborative, and aligned with our values as a community-focused trust. In addition, this position holds responsibility for coordinating aspects of health and safety across the organisation, maintaining a safe and welcoming environment for staff, members, and visitors.
- To ensure athletes, members, staff, tenants, spectators and the wider community enjoy a safe, clean and welcoming environment where we provide well maintained facilities by proactively managing and improving the property maintenance support systems

AUT Millennium is a not for profit, charitable trust established with the objective of supporting participation in community sport and high performance sport and helping New Zealanders live longer and healthier lives through the provision of facilities, services, research and education.

"Our people are AUT Millennium's biggest asset and we are working hard to ensure we provide a fun, safe and collaborative environment for you to work in. AUT Millennium aims to create a culture where people go above and beyond to deliver their very best and to be the best they can be. Part of this is working as one team, regardless of the Community Service Area you work within". Mike Stanley, CEO

Please ensure you read this Job Description in conjunction with AUT Millennium Code of Conduct and AUT Millennium Policy & Procedures Manual.

This document covers the broad results expected from the position and will form the basis of specific objectives to be agreed and reviewed on a regular basis.

KEY ACCOUNTABILITIES

The work to be performed in this role, and the employee in this role will be accountable for.

RESPONSIBILITY	EXPECTED OUTCOMES
Systems and Workflow Co-ordination	<ul style="list-style-type: none"> • Maintain and improve the facility's core operational systems (e.g., bookings, membership platforms, maintenance tracking, document sharing). • Work with the AUT Millennium management team (Facilities, GM Community Services, Aquatics, Gym, Conference, Lodge, Athlete Development) to streamline processes. • Monitor the effectiveness of systems and recommend enhancements in line with best practices.
Health and Safety Coordination	<ul style="list-style-type: none"> • Support the Property & Operations Manager with the development and regular review of the trust's health and safety policies and systems: <ul style="list-style-type: none"> ○ Conduct regular safety inspections, audits, and risk assessments across all facility areas (e.g. pools, gym, courts, event spaces) and maintain associated records. ○ Co-ordinate Health & Safety reports ○ Ensure compliance with current NZ health and safety legislation, including staff training and incident reporting. ○ Maintain accurate records of hazards, incidents, investigations, and resolutions. ○ Support emergency preparedness, drills, and staff awareness campaigns. ○ Provide monthly Health and Safety reports for SMT and Board reporting
Facility Support	<ul style="list-style-type: none"> • Support the Property & Operations Manager with facility and property requirements • Attend weekly Toolbox meeting with the Property team
Asset Planning and Management	<p>Support the maintenance planning, preparation of annual and 5-year rolling and whole-of-life plans with relevant costings.</p> <p><u>Facility, Plant and Equipment</u></p> <ul style="list-style-type: none"> • Work with the Finance Manager to maintain an up to date asset register of all AUT Millennium's facility, plant and equipment • Work with the Property and Operations Manager to identify facility, plant and maintenance issues. Supporting to resolving issues as they arise, either internally or by liaising with external contractors. <p><u>Other</u></p> <p>Assist with the implementation of adequate security controls and management systems to avoid theft, loss, unnecessary damage or deterioration of equipment.</p>
Parking	<ul style="list-style-type: none"> • Responsible for implementing the approved Parking regime • Timely and professional Management of all public, staff and member enquiries, complaints, and parking tickets • Managing and updating all staff and tenant permits • Integrating and improving new parking system efficiencies and systems • Providing regular reports on usage and any carpark maintenance or improvements required.

<p>Business Operating Systems, including but not limited to:</p>	<p><u>Maintain X – Facility Maintenance & Asset Register</u></p> <ul style="list-style-type: none"> • Responsible for the overall management of Maintain X by working with Accounts Assistant to manage new assets and removal of expired assets to provide accurate and up-to-date records of all AUT Millennium physical assets, lifespan, maintenance plans to create efficient systems and records accessible to key AUT Millennium staff. • Overseeing timely attendance to all maintenance reports, and reviewing / assigning reports to the correct departments • Following up with facility team to ensure all maintenance reports are completed and issues addressed in a timely manner <p><u>Safe 365 – Health & Safety</u></p> <ul style="list-style-type: none"> • Responsible for the overall management of Safe365 and facilitating its use by staff • Receiving / reviewing all reports and ensuring all incidents are mitigated in a timely manner, if required, before being signed off. • Creating reports to be used in the AUT Millennium H & S committee and AUT Millennium’s board meetings <p><u>Swiped-On – Contractor Sign In Management</u></p> <ul style="list-style-type: none"> • Responsible for the overall management of Swiped On and facilitating its use by contractors • Provide details to relevant staff contractors currently in the facility and the work that is being undertaken. • Provide details to relevant staff contractors currently in the facility and the work that is being undertaken • Implement in other departments <p><u>Perfect Gym – CRM</u></p> <ul style="list-style-type: none"> • As and when required, provides support to the internal Perfect Gym Champion. • Participate in regular Perfect Gym team meetings where improvement plans and new technologies are discussed.
<p>Front of House Management</p>	<ul style="list-style-type: none"> • Ensuring daily/weekly checks take place of all AUT Millennium customer facing areas (ie concourse, change rooms), that they meet the high standard expected of our world-class facility – prioritising these works within the maintenance system , the Facilities team and Cleaning contractor. • Supporting the management of Lodge & Conference rooms when Lodge / Conference Manager is away on leave • Supporting reception staff in everyday operations • Organizing in house First Aid courses required by staff in their role • H & S inductions • Facility tours (when required)
<p>Relationship management</p>	<p><u>AUT Millennium</u></p> <ul style="list-style-type: none"> • Maintaining professional relationships with Senior Management team and all department managers <p><u>AUT</u></p> <ul style="list-style-type: none"> • Creating and improving the relationship between AUT Millennium and AUT Sport & Recreation staff. • Assisting AUT with bookings and enquiries <p><u>Athletes (HPSNZ & Foundation Clubs)</u></p> <ul style="list-style-type: none"> • Creating strong relationships with athletes and coaches to be able to support them with a safe and supportive training environment. • Providing safe training environments – Sports Hall, PowerZone, Outdoor Track & Stadium

	<u>AUT Catering</u> <ul style="list-style-type: none"> • Liaising with onsite AUT Catering management regarding bookings, conference room set up, maintenance and ongoing improvements.
Sports Hall, Powerzone & Athletics Stadium	<p>Responsible for:</p> <ul style="list-style-type: none"> • Working with the Property & Operations Manager regarding booking enquiries for the Sports Hall and Powerzone • Managing multiple booking groups, access agreement terms, casual bookings • Implementing new systems to ensure smoother running of the facilities • Develop systems for invoicing user groups and maintaining these systems in conjunction with the Finance team • Organise monthly walk-through checks with key stakeholders regarding equipment, Health & Safety, facility upgrades/layout.
AUT Millennium Events	<ul style="list-style-type: none"> • Support the delivery of AUT Millennium events – internal, external and staff. Includes: <ul style="list-style-type: none"> ○ AUT Millennium tours for external groups, staff engagement initiatives, VIP Visits, facility openings, sponsor events, launches, PR and media events.
Customer Service	<ul style="list-style-type: none"> • Display excellent customer service and interpersonal skills with staff and facility users. • Act as a hands-on customer liaison. • Act as a role model of appropriate behaviour and conduct • Maintain a high level of professionalism and works in a professional manner at all times. • Seek opportunities to enhance the profile of the facility wherever possible. • Maintain and foster key relationships with current tenants, foundation clubs, schools, event organisers, and facility user groups

RESPONSIBILITY	EXPECTED OUTCOMES
Personal Health, Safety and Wellbeing	<ul style="list-style-type: none"> • Comply with the Health & Safety at Work Act 2015 and our health and safety policies and procedures. • Take reasonable care of your own health and safety while at work. • Ensure any actions taken or omission to take action does not adversely affect the health and safety of others. • Actively contribute to the improvement of health and safety systems and practices in your work area to make AUT Millennium a safe place to work. • Manage your own wellness and take advantage of wellness opportunities where provided. • Be accountable for developing, implementing, maintaining and monitoring superior health and safety practices within your work area. • Recognise and acknowledge that effective health, safety and wellbeing practices are a critical driver of organisational, team and individual performance
AUT Millennium Values (Code of Conduct)	<p>AUT Millennium staff are expected to act with integrity, respect and consideration for others in conducting AUT Millennium business and activities in line with our policies:</p> <ul style="list-style-type: none"> • Integrity - Be professional at all times, with your colleagues, facility users and all those you engage with. Act within the spirit and letter of the law, with fairness, impartiality and without bias. Use AUT Millennium resources wisely and without necessary waste. • Respect - Be courteous, responsive and communicative. Respect the rights, privacy, dignity and worth of others. Act with good conscience and for the benefit of the AUT Millennium community. Refrain from any form or harassment, bullying or discrimination. • Consideration for others - Treat others as individuals with consideration and with respect as you would expect to be treated yourself.
Customer Service Delivery	<p>Delivers excellent customer service to internal and external customers:</p> <ul style="list-style-type: none"> • Provide a proactive, professional and knowledgeable service. • Seek to better understand customers' needs and improve and enhance the services we provide. • Make decisions where appropriate and provide options to meet customers' expectations and enhance the customer experience. • Take ownership to resolve problems and follows through to ensure that the commitments made are met or exceeded. • Align processes and policies to a customer centre culture. • Work with internal and external customers in ways that positively grow our reputation.
Working Together	<p>Works well with others, collaborating effectively as one team to achieve objectives and deliver high performance outcomes:</p> <ul style="list-style-type: none"> • Communicates clearly and effectively. • Builds and maintains positive relationships. • Respects the needs and contributions of others. • Participates and shows commitment to team activities. • Manages and resolves conflict effectively. • Role models effective team behaviours. • Seeks and utilises opportunities to work across teams. • Actively seek opportunities that arise for continuous improvement of your performance and the department.

SKILLS, KNOWLEDGE AND BEHAVIOURS

Our core competencies outline the skills, knowledge and behaviours that are key to the success of this position.

MANDATORY	DESIRABLE
FORMAL QUALIFICATIONS	
KNOWLEDGE & EXPERIENCE	
<p>Able to work cooperatively as part of a team</p> <p>Competent knowledge and understanding of computer systems, processes and software as administrative tools</p> <p>Proficient with using Microsoft Suite</p> <p>Proven work experience which includes multi-tasking, time management and people skills</p> <p>Working knowledge of Health & Safety legislation and procedures</p>	<p>Facility management experience</p> <p>Co-ordination of facility management software</p>
SKILLS	
<p>Excellent oral, written and interpersonal skills</p> <p>Analytical, critical thinking and problem solving</p> <p>Ability to use initiative and make sound decisions and be responsible for decisions/actions</p> <p>Develops relationships with key decision makers across the organisation</p>	
ATTRIBUTES	
<p>Has high personal self-awareness – strengths, weaknesses, opportunities and limits</p> <p>Ability to listen, relate to and communicate effectively with our customers and employees at all levels of the organisation</p> <p>Demonstrate leadership through good example and to positively influence a team towards fulfilling their work requirements and achieving team goals</p> <p>Maintains confidentiality at all times</p> <p>Empathetic with a strong sense of integrity</p>	

OUR VALUES

These values guide the perspective of our organisation as well as its actions.

Excellence	We strive for: Highest standards, realising potential, winning, going for gold and unrelenting drive
Integrity	We behave with: Openness, fairness, honesty, trust, true to self, non-judgmental and respect for others
Collaboration	We work together by: Engagement, support, empowerment, encouragement, asking opinions, exchange of ideas and making connections
Unity	We are one team: Meeting of minds, shared values, working together focus on the whole and the power of us

CALL TO
ACTION
Be The Best
You Can Be



OUR PURPOSE
Excellence in
Human
Performance



OUR MISSION
To help all New
Zealanders reach
their potential
through participation
in sport, education
and healthy living

