

## SCHEDULE 2: POSITION DESCRIPTION

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Job title	Marketing & Office Administrator
Department	Business Services
Reports to	Business Services Manager
Date	September 2024

### 1. PURPOSE OF POSITION

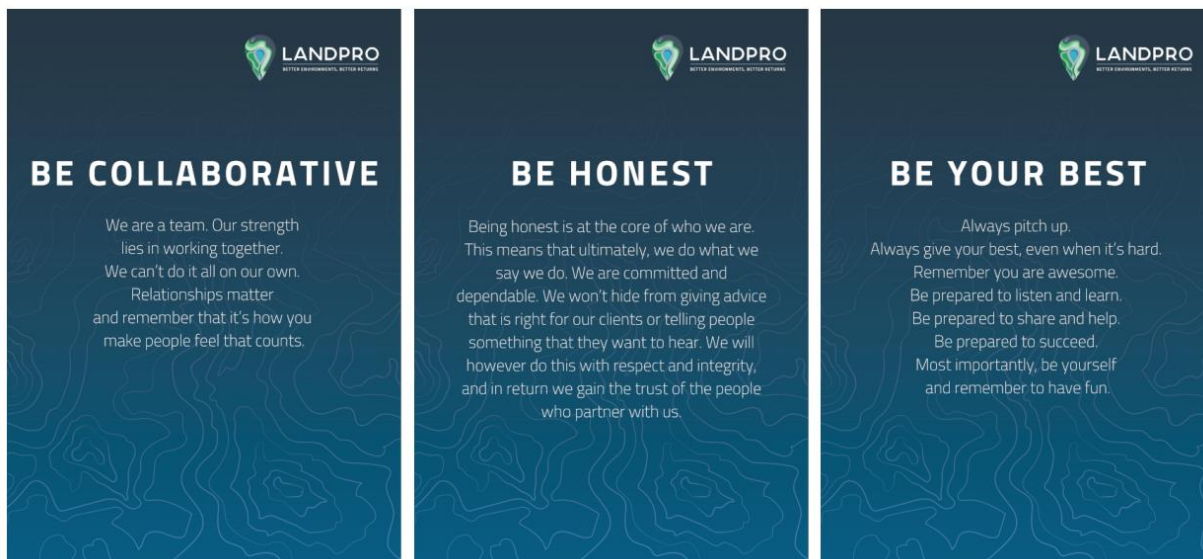
Reporting to the Business Services Manager, and working as part of the broader Business Services Team, this role has two focus areas: local support to the Cromwell office; and nationally allocated duties.

As the Marketing & Office Administrator, you are responsible for running the daily processes and admin related to marketing, fleet management, travel and accommodation, company event management, tender documentation and general office admin.

### 2. PURPOSE, VISION & VALUES

Here at Landpro we have vision to be the best little consultancy in the world. We do this through creating and inspiring sustainable solutions through expertise, innovation and technology, the purpose of which is to help our clients make the most of their land.

Our core values are



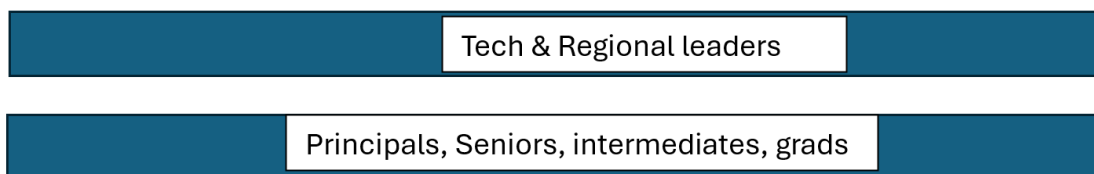
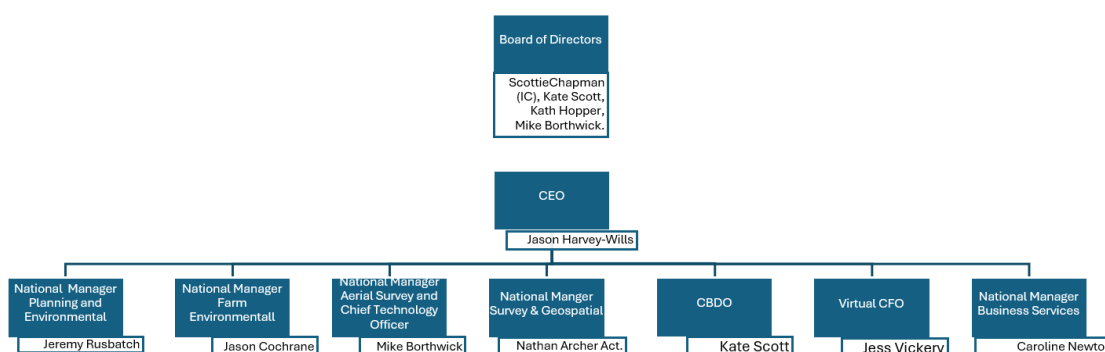
### 3. ORGANISATIONAL STRUCTURE

Landpro is a multi-disciplinary team of experts whose experience covers all aspects of Planning, Environmental Science, Survey and Geospatial Consultancy. At Landpro our vision is to "be the best

little consultancy in the world”, and our purpose is to “create and inspire sustainable solutions through expertise, innovation and technology” – we even have our own planes to help with this!

We are a successful company that is committed to making a difference in the regions we work, which is predominantly Southland, Otago and Taranaki for now.

Our people truly are our greatest asset, they are flexible, hard-working and all-round great people: we care about meeting the needs of each other and our clients. As a company we are focused on fostering long term opportunities for the growth of our people. Our office locations are fantastic places to max out your playtime and offer great outdoor activities around the sea, snow, lakes, hills and trails... make the most of working flexitime at Landpro!



#### 4. RELATIONSHIPS

KEY RELATIONSHIPS	TYPICAL NATURE OF CONTACT
Business Services Team	<ul style="list-style-type: none"> <li>Work collaboratively to create continuity across the business, to support the wider Landpro team, and positively impact the business</li> </ul>
Executive Directors / Team Managers / Staff	<ul style="list-style-type: none"> <li>Providing excellent administration support; ensuring staff follow the principles and process quality customer service</li> </ul>
Councils/Regulatory Agencies	<ul style="list-style-type: none"> <li>Facilitate enduring partnerships and relationships, understanding philosophy, principles and approach, in order to navigate changes and facilitate efficient and effective outcomes for clients</li> </ul>
Clients	<ul style="list-style-type: none"> <li>Building positive relationships with clients and provide unbiased advice relevant to the client’s needs and expectations</li> <li>Champion the Landpro product/service and explore broader solutions for mutually beneficial outcomes with clients/partners</li> </ul>

Consultants/Contractors	<ul style="list-style-type: none"> <li>Facilitate enduring partnerships and relationships with external/internal partners and contractors to deliver timely results which meet Landpro's high quality standards, in a mutually beneficial way</li> </ul>
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## 5. AUTHORITIES

This position has no authorities

## 6. SUPERVISEES

This position has no supervisees

## 7. FUNCTIONAL ACCOUNTABILITIES

ACCOUNTABILITY PORTFOLIO	PERFORMANCE INDICATOR
<b>1) General office administration</b> <ul style="list-style-type: none"> <li>Working collaboratively across the Business Services Team ensure all customer (internal and external) enquiries are managed effectively and efficiently</li> </ul>	<ul style="list-style-type: none"> <li>All face to face, email and voice enquiries are dealt with and/or passed on as appropriate</li> <li>Client care, including making beverages and showing them to meeting rooms / office facilities.</li> <li>All staff have the stationery and other office supplies they need to do their job</li> <li>All incoming and outgoing mail and courier items are tracked with delivery estimated provided when required</li> <li>The office, including kitchen areas are tidy, clean and supplied as required. This may include supporting/providing direction for cleaning staff as well as doing these duties yourself as required.</li> <li>Ensuring the office is stocked with necessary supplies and that all equipment is working and properly maintained.</li> <li>First port of call for all day-to-day staff and office requirements</li> <li>Provide administrative or personal assistant support to the Directors or CEO as required</li> </ul>
<b>2) Tender documentation support:</b> Anticipating and meeting all administration needs for Job Managers	<ul style="list-style-type: none"> <li>All documents are presented to a high standard using Landpro style guidelines</li> <li>Any other general administration tasks which support effectiveness and efficiency of day-to-day job delivery. This may include but is not limited to:               <ul style="list-style-type: none"> <li>Supporting staff with tender document collation and presentation</li> <li>Support with document preparation, formatting and binding.</li> </ul> </li> </ul>
<b>3) Marketing:</b> <ul style="list-style-type: none"> <li>Website admin</li> <li>Social media</li> </ul>	<ul style="list-style-type: none"> <li>Working with our website providers to keep the web pages up to date and relevant</li> <li>Manage organic social media from staff. Manage relationship with our digital supplier to share onto Facebook, LinkedIn etc</li> <li>Monitor Facebook for organisations that tag Landpro and reshare as appropriate</li> </ul>
<b>4) General Travel, accommodation bookings &amp; logistics:</b> <ul style="list-style-type: none"> <li>Managing all staff travel arrangements including flights, accommodation, rental car hire and any other bookings that may be necessary, ensuring staff are</li> </ul>	<ul style="list-style-type: none"> <li>All travel and accommodation is booked in line with company policy</li> <li>Staff have a smooth and simple experience for travel and accommodation</li> <li>Changes to bookings are made simply and efficiently</li> <li>Policies, procedures and preferred providers are kept up to date and communicated to staff.</li> </ul>

<p>aware of and keep to Landpro policy and procedure for booking and travel</p>	<ul style="list-style-type: none"> <li>• Bookings and catering for Staff and Client workshops, meetings and conferences is booked simply and efficiently to support meeting organiser/facilitator</li> <li>• Disbursement of any charges to client jobs and forwarding all invoices to accounts);</li> </ul>
<p><b>5) Vehicle / Fleet management</b></p> <ul style="list-style-type: none"> <li>• Ensure all vehicles are ready and available for use and the best representation of Landpro</li> </ul>	<ul style="list-style-type: none"> <li>• Vehicle bookings system is operating effectively and efficiently for staff</li> <li>• Monthly vehicle checks are completed with follow up addressed</li> <li>• Work with staff to ensure vehicles are clean and tidy</li> <li>• Ensure all vehicles are serviced with up-to-date registrations, WOF's and are operating within our insurance and/or lease agreements</li> <li>• Ensure every vehicle has operating and up-to-date health and safety equipment including first aid kits, safety gear, fire extinguisher etc.</li> </ul>
<p><b>6) Sponsorship &amp; Events</b></p> <ul style="list-style-type: none"> <li>• Manage sponsorship events</li> <li>• Company customer events</li> <li>• Staff Events</li> </ul>	<ul style="list-style-type: none"> <li>• Flags and displays to be sent to sponsors for events</li> <li>• Proactively manage events through budgeted event calendar</li> <li>• Manage admin relating to company events (A&amp;P shows/ Field days)</li> <li>• Manage admin and book as appropriate for staff events (Xmas party &amp; other event)</li> </ul>
<p><b>7) Marketing Support</b></p> <p>Support the Marketing Lead with the planning, implementing, and monitoring of internal and external marketing campaigns</p>	<ul style="list-style-type: none"> <li>• Collaborating with any external marketing agency as necessary</li> <li>• Ensure the production of marketing materials and collateral is consistent and aligned with the Marketing plan</li> <li>• Marketing events such as conferences, webinars, and trade shows are planned and delivered in support of Team leads and the Marketing plan</li> <li>• Activity and impact Data is captured, interrogated and reported in order to monitor campaign efficiency and analyse trends</li> <li>• Content is created, captured and delivered for different platforms such as: Landscape (Landpro's internal staff comms): social media, website, and press releases</li> <li>• Administrative and project support is provided as required for a variety of marketing programs and initiatives</li> </ul>

## 8. KEY ACCOUNTABILITIES

ACCOUNTABILITY	PERFORMANCE INDICATOR
<p><b>Maintain up to date administration &amp; reporting</b></p> <ul style="list-style-type: none"> <li>• All tasks are carried out in accordance with company administration procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Keep clear, precise and factual notes and files.</li> <li>• Work presented to a consistently high standard.</li> <li>• Adhere to Landpro's Health &amp; Safety and Quality Plans and procedures, taking reasonable care of oneself and others who may be affected by ones actions.</li> </ul>
<p><b>Be a high involvement Team Member</b></p> <ul style="list-style-type: none"> <li>• Contribute to the evaluation and implementation of continuous improvement processes for Landpro, the Operations Team and self.</li> </ul>	<ul style="list-style-type: none"> <li>• Work collaboratively with other Teams toward team and organisational outcomes</li> <li>• Attend fortnightly Team meetings &amp; bimonthly All staff meetings</li> <li>• Meet monthly with Manager to discuss performance, monitor progress and consider future requirements</li> <li>• Meet annually wit manager to plan and review performance and development</li> <li>• Support any other general administration tasks which support effectiveness and efficiency of day-to-day business tasks</li> </ul>



## 9. SUCCESS PROFILE

KNOWLEDGE	EXPERIENCE
<ul style="list-style-type: none"> <li>• A New Zealand Driver’s Licence.</li> <li>• Authorisation to work in New Zealand (or New Zealand citizenship or residency).</li> <li>• Strong Microsoft Office skills (Outlook, Excel and Word particularly).</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum 5 years relevant administration experience in a similar role.</li> <li>• Experience with customer service, preferably in relation to client contract management</li> <li>• Experience with CRM (customer relationship management) software and process</li> <li>• As confident working independently and solving problems on the fly as working collaboratively within a team</li> <li>• Experience working in a team environment under pressure</li> </ul>
PERSONAL STYLE	COMPETENCIES
<p><b>Collaborating:</b> Working cooperatively with others to help a team or work group achieve its goals.</p> <p><b>Engagement Disposition:</b> Demonstrating a willingness to invest your time, talent, and best efforts in accomplishing organisational goals.</p> <p><b>Applied Reasoning:</b> The ability to solve problems, identify trends and interrelationships between data and information, and effectively reason through complex challenges.</p> <p><b>Continuous Learning:</b> Actively identifying new areas for learning; regularly creating and taking advantage of learning opportunities; using newly gained knowledge and skill on the job and learning through their application.</p> <p><b>Initiating Action:</b> Taking prompt action to accomplish work goals; taking action to achieve results beyond what is required; being proactive.</p> <p><b>Influencing:</b> Using effective involvement and persuasion strategies to gain acceptance of ideas and commitment to actions that support specific work outcomes.</p> <p><b>Communication:</b> Conveying information and ideas clearly and concisely to individuals or groups in an engaging manner that helps them understand and retain the message; listening actively to others.</p> <p><b>Quality Orientation:</b> Accomplishing tasks by considering all areas involved, no matter how detailed; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.</p>	<p><b>Planning and Organizing:</b> Establishing an action plan for yourself and others to complete work efficiently and on time by setting priorities, establishing timelines, and leveraging resources.</p> <p><b>Building Customer Relationships:</b> Ensuring that the customer’s internal or external needs are met; building productive relationships with high-priority customers; taking accountability for customer satisfaction and loyalty; using appropriate interpersonal techniques to prevent and resolve escalated customer complaints and regain customer confidence.</p> <p><b>Adaptability</b> Maintaining effectiveness when experiencing major changes in work responsibilities or environment (e.g., people, processes, structure, or culture); adjusting effectively to change by exploring the benefits, trying new approaches, and collaborating with others to make the change successful.</p> <p><b>Driving for Results:</b> Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.</p> <p><b>Broadening Business Value:</b> Exploring customers’ underlying issues and needs that suggest broader solutions; maximizing the productiveness of sales interactions by building on customer cues to gain commitment to products, services, and solutions; articulating and promoting a path forward.</p>

## 10. CHANGE TO JOB DESCRIPTION

From time to time it may be necessary to consider changes in the Job Description in response to the changing nature or our work environment, including technological requirements. Such change may be initiated as necessary by the Executive Directors.

Manager

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Date:

Staff Member

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Date:

### **Meaning of "employment relationship problem"**

Under the Employment Relations Act 2000, an "*employment relationship problem*" is any problem (including personal grievances and disputes) relating to or arising out of an employment relationship.

### **How to resolve employment relationship problems**

If you have any employment relationship problem which you want to raise with us, we would prefer that you put your problem in writing so that there is no misunderstanding about what the problem is. You should set out the details of your problem, the facts giving rise to the problem, and what solution or remedy you are seeking. Although this is our preference, this is not a requirement before raising a personal grievance. You can raise a personal grievance at any time.

We will respond to your problem. If we do not agree with your version of the facts or the solution you seek, we will give our view of the facts, and the reasons why we will not provide the solution you seek.

If we cannot resolve the problem together, and either of us wish to pursue the matter further, either, or both of us, can use the services available for the resolution of employment relationship problems (set out below).

### **Services available for resolution of employment relationship problemsw**

- The Ministry of Business, Innovation and Employment is contactable on 0800 800 863, which can provide information and/or refer you and us to mediation.
- **Mediation** provided by the Ministry of Business, Innovation and Employment (or by a mediator agreed by you and us). If we resolve the problem at mediation, the mediator can sign the agreed settlement, and that will bind both you and us. We can also choose to have the mediator resolve the problem for us. If so, the mediator's decision will be binding on both you and us.
- If mediation does not resolve the problem, either of us can elect to take the problem to the **Employment Relations Authority** for investigation. The Employment Relations Authority may direct you and us back to mediation if it thinks that will still be useful. The Authority can investigate and make a determination about the problem.
- If either of us is dissatisfied with the determination of the Authority, that party can take the problem to the **Employment Court** for a judicial hearing. (The Court may also direct us back to mediation if it thinks that will still be useful.)
- If the problem is about minimum entitlements under the law, such as the Minimum Wage Act or the Holidays Act, you may ask a **Labour Inspector** to enforce your rights.
- **Time for raising personal grievances.** If you wish to raise a personal grievance, you must raise it with us within 90 days of the day on which either the action occurred, or you became aware of it, whichever is later.