POSITION DESCRIPTION

SUPPORT CENTRE

POSITION DETAILS	
Position Title	**Project Co-ordinator**
Reports to (Position Title)	**Group Manager - Business Solutions**
Department / Division	**Information Technology / Business Solutions**
Date	**August 2017**
EY data role map	**ST515**

PURPOSE STATEMENT

The Project Coordinator is an integral member of the project team at Mitre 10, and is responsible for organising and controlling project activities, under the direction of a Project Manager (PM) as well as managing coordination of project activities under the direction of the Group Manager - Business Solutions.

The Project Coordinator will aid in the administration of the project office by organising and minuting relevant governance meetings, performing project reporting functions, ensuring the quality of project information and helping in the development of project management guidelines and procedures.

The Project Coordinator will be responsible for coordinating meetings and developing strategies to see projects through from beginning to end. This may include anything from attending meetings and taking minutes, to receiving project documents and compiling a summary that includes a project plan, target date and list of responsibilities. Additional administrative tasks may include creating and maintaining project schedules, creating responsibility lists for those involved in the project, and compiling summaries for the PM by way of project reporting.

KEY ACCOUNTABILITIES OF POSITION		
Accountability Description	**Measure**	**Weighting**
1: **Project Co-ordination**	• Coordinate project meetings, attend and chair meetings where necessary, minute, and distribute minutes to all project team members. • Ensure coordination of separate business streams within the project. • Effectively and accurately communicate relevant project information to the project team. • Track the progress of work being performed by project teams. • Maintain Project Management calendars. • Assist with the determination of project scope and requirements. • Track and manage project scope changes • Assist the PM in the drafting and issuance of project proposals, initiation documents, requirements documents, budgets and project financials. • Prepare project organisation and communication charts. • Assist the PM in developing and maintaining a detailed project schedule, monitoring and modifying where necessary. • Review the project schedule regularly to ensure tasks and milestones are being achieved in a timely manner. • Keep the PM and others informed about project status and issues that may impact project delivery • Preparation of governance reports, project status reports, presentations agendas etc. • Take an active part in the project issue/risk management process, by contributing to the identification and prioritisation of issues and risks and help to develop strategies and controls to mitigate these. • Use sound judgment to identify which issues and risks should be escalated to the PM and governance groups and prepare relevant reports/documentation. • Build and maintain effective relationships with a wide range of people within and outside of the project team, including project sponsors, senior managers, stakeholders/customers, other project team managers, external agencies and vendors.	*50%*
Performance Standard:	*Positive feedback from manager, project teams and stakeholders.* *All documentation meeting business analysis standards and completed within required timeframe.* *Output provided to be accurate, timely, and with supporting analysis and timely.*	

2: **Project Team Coordination**	- Coordinate project meetings, attend and chair meetings where necessary, minute, and distribute minutes to all project team members. - Maintain project management calendars. - Ensure Project Reporting is completed and accurate on a weekly basis - Ensure Project Reporting information is up to date and audience appropriate - Help in the development and documentation of Project Management guidelines and practises, especially around Agile practises. - Assist the Business Solutions Manager with any other general administration.	*40%*
Performance Standard:	*Positive feedback from manager, project teams and stakeholders.* *All documentation meeting business analysis standards and completed within required timeframe.* *Output provided to be accurate, timely, and with supporting analysis and timely.*	
3: Self-Management	- Plan and manage own workload and work effectively without supervision. - Prioritise tasks and manage time and resources to ensure desired results are achieved on time, within budget and to required standard. - Participate in relevant training programmes, coach and teach others, and learn from others who are teaching.	*10%*
Performance Standard:	*Positive feedback from manager, project teams and stakeholders.* *Desired results achieved on time, within budget and to required standard.* *Self and team learning optimised.*	
4: Compliance, & Health & Safety	Understand and adhere to all compliance requirements, internal & external, that govern the company's activities, including: - Comply with all legal requirements that impact upon your role - Comply with all Health & Safety guidelines and procedures. - Comply with Mitre 10 (NZ) Ltd policies and procedures - Work in a safe manner and follow all safety procedures - Report hazards, incidents and work-related injuries / accidents promptly in accordance with company Health & Safety policy - Participate in the Health and Safety Hazard awareness process	
Performance Standards	Compliance and no avoidable incidents. Honesty and fairness in all activities. Proactive in implementing suggestions and ideas.	
5: General	- Be a role model for the company's values: Customer Driven; Honest and Fair; One Team; Down to Earth; Strive for Excellence; Keep our People and Customers Safe - Pursue opportunities for personal development and improvement.	

	• Undertake any other duties or responsibilities your Manager feels are appropriate given your role and skills

Personal Attributes and Motivation	• Ability to elicit cooperation from a wide variety of sources, including many departments within the business and IT • Ability to effectively prioritize and execute tasks in a high-pressure environment • Open to learning new things • Friendly and works well with others • Displays dedication and conscientiousness • Ability to keep difficulties in perspective and remain professional in style and manner across nearly all situations. • Genuine, approachable and open, and can manage stressful situations in a professional manner. • A strong and highly valued team player, with high levels of interpersonal savvy in building relationships. • Establishes responsible deadlines and personal work plans and manages time effectively • A high standard of verbal and written English • Targets focussed and goal oriented • Open to learning new things - technologies, processes and new methodologies • Demonstrates willingness to support and help team members • Prepared to go the extra mile for customers, business stakeholders and the team • Committed to producing high quality work • Demonstrates good time management and ability to work autonomously • Displays ability to work under pressure and commitment to meet deadlines • Friendly and works well with others • Displays dedication and conscientiousness • Proficient at planning business goals and organising information. • Works effectively with a diverse group of people from different backgrounds, cultures, and areas of responsibility. • Appropriately manages conflict, facilitates the involvement of group members, and values the input and opinions of others. • Patient when dealing with difficult situations and tolerant with different work styles. • Encourages team interaction and demonstrates respect and consideration for others.
Qualifications and Experience	• 3-5 years' experience in an administrative support role and/or projects-related role • An understanding of the organisational structure of Mitre 10 and its departments • Demonstrated experience in personnel management • Effective communication skills including verbal, written and presentation skills. • Demonstrated willingness to be flexible and adaptable to changing priorities. • Proficient in MS Office suite of products • Strong multi-tasking and organisational skills • Experience at working both independently and in a team-oriented, collaborative environment

WORKING RELATIONSHIPS	
Frequent People Contact	**Nature of Contact and Why**
• Manager, Business Solutions	• Weekly Team Meeting • Human Resource Needs
• Mitre 10 Project Stakeholders	• Information gathering and information dissemination
• Project Manager	• Work on time against budget • Work together on project co-ordination activities
• Architect	• Interact and understand project solutions
• Technology Team members (along with other Support Centre stakeholders) • Third party service providers	• Supporting development • Supporting Analysis • Stakeholder interaction
• Wider Mitre 10 community	• Stakeholder interaction

CHALLENGES AND COMPLEXITIES IMPACTING THE OPERATION OF THIS ROLE	
External Environment (economic climate, competitor activity, ownership):	• Work with external stakeholders to achieve business outcomes • Work directly with team members at the store level (membership and/or corporate)
Other challenges or complexities that may impact on the ability to deliver outcomes	• Time constraints • Shifting business priorities • Environment of change as we define Technologies role at Mitre 10 • Contribution to several projects at one time • Ability to deliver complex issues and resolutions to team members in non-technical roles
Work Environment	•

ORGANISATIONAL STRUCTURE