

POSITION DETAILS

TITLE	Project Coordinator
REPORTS TO	ePMO Manager
LOCATION	Civic Centre, Whakatāne
DATE	April 2025
DIRECT REPORTS	None
FINANCIAL DELEGATION	As per Delegation Authority Manual

PURPOSE OF POSITION

The Project Coordinator plays a key role in enabling the effective delivery of Council projects by supporting the work of the Enterprise Project Management Office (ePMO). As part of a strategically focused ePMO, this role helps lift project capability across the organisation by coordinating activities, strengthening project practices, and promoting the consistent use of the Council's project management framework. Working alongside Project Managers and teams, the Project Coordinator enhances reporting, enables better decision-making, and supports more confident, efficient project delivery — helping ensure that every project contributes real value to our district and its communities.

KEY ACCOUNTABILITIES

KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
VALUES	Ensure the best interests of the organisation are represented at all times and Council values are reflected in behaviours and professional delivery of role.
SUPPORTING PROJECT DELIVERY	<p>Project Managers are empowered to confidently apply the Council's project management framework and good practice standards, leading to stronger, more consistent project outcomes across planning, change, risk, procurement, and lessons learned.</p> <p>High-quality project plans, timelines, and budgets are developed and maintained, enabling teams to stay focused, aligned, and on track.</p> <p>Project performance is actively tracked and communicated through clear, timely forecasting and reporting, creating greater visibility and informed decision-making across the organisation.</p> <p>Communication flows smoothly between teams, stakeholders, and contractors, with coordination that keeps everyone moving in the same direction and supports delivery momentum.</p>
ENABLING CONSISTENT PROJECT PRACTICES	<p>Tools, templates, and processes aligned with the WDC Project Management Framework are actively championed and consistently embedded across projects, building shared ways of working and lifting overall project maturity.</p> <p>Project Managers are supported to confidently apply good project practices at every phase, helping drive consistency, reduce delivery risk, and create momentum across teams.</p> <p>Project documentation and reporting are delivered to a high standard, with quality oversight contributing to greater transparency, accountability, and trust in project information.</p>

<p>PROJECT PERFORMANCE, ANALYSIS & REPORTING</p>	<p>Project health is proactively tracked and reported across schedule, scope, risk, budget, and benefits, providing timely insights that support effective delivery and early issue resolution.</p> <p>Dashboards and reports are developed and maintained to a high standard, enabling the ePMO and leadership to make informed, data-driven decisions.</p> <p>Enterprise-wide data is accurate, consistent, and aligned, with systems and standards actively supported to strengthen visibility and strategic oversight.</p> <p>Status reports, presentation materials, and key documentation are coordinated and delivered regularly for senior leadership and Council committees, ensuring project progress and decisions are clearly communicated.</p> <p>Project changes, decisions, and requests are accurately recorded and maintained in relevant registers, enabling traceability and continuous improvement.</p> <p>Risks, issues, and potential delays are identified early and escalated to the right stakeholders, helping to reduce disruption and maintain project momentum.</p>
<p>STAKEHOLDER RELATIONSHIPS</p>	<p>Strong, trusted relationships are built and maintained with internal and external stakeholders, contributing to a collaborative and supportive project environment throughout the full project lifecycle.</p> <p>Stakeholder mapping, engagement planning, and communication activities are effectively supported, ensuring the right people are involved at the right time and kept well-informed.</p> <p>Change management and engagement efforts are coordinated with care, including the organisation of meetings, workshops, and feedback collection, helping to build buy-in and support across the organisation.</p>
<p>TOOLS, TEMPLATES & SYSTEM SUPPORT</p>	<p>Project systems such as OnePlan, Power BI, and shared registers are actively supported and adopted across teams, enabling better planning, tracking, and visibility of project information.</p> <p>Ongoing development and refinement of OnePlan configuration is supported through analysis of user needs, feedback, and data structures, helping to ensure the system meets the evolving needs of the organisation.</p> <p>Collaboration with the ePMO contributes to continuous improvement of templates and tools, making them more intuitive, useful, and aligned to real project workflows.</p> <p>Staff are supported through basic training and guidance in the use of project systems, building confidence and capability across the organisation.</p>

CONTINUOUS IMPROVEMENT & LEARNING	<p>Lessons learned and improvement ideas are actively captured, documented, and shared across projects, creating a feedback loop that supports smarter delivery over time.</p> <p>Reviews of the project management framework are regularly supported, with thoughtful contributions that help shape refinements and ensure it remains practical, effective, and fit-for-purpose.</p> <p>A culture of reflection and continuous learning is championed within project teams, encouraging curiosity, innovation, and the ongoing uplift of project practices across Council.</p>
ADMINISTRATIVE SUPPORT	<p>Project documentation, including contracts and supporting records, is managed accurately and efficiently to ensure reliable access, traceability, and compliance.</p> <p>Projects operate in alignment with Council policies, local government regulations, and health and safety standards, with administrative processes supporting strong governance and accountability.</p> <p>Project systems and registers are maintained with high standards of data integrity, contributing to confidence in reporting and portfolio-wide insights.</p> <p>Scheduling, meeting logistics, and documentation tasks are effectively coordinated to support smooth operations within the ePMO and project teams.</p>
Other Duties	<p>General administrative and coordination support is provided to the wider project team as needed, ensuring flexibility and responsiveness to changing priorities.</p> <p>Contributions are made to continuous improvement initiatives that enhance the Council's project management framework, supporting a culture of adaptability and growth.</p> <p>Additional tasks are undertaken as agreed with the Manager, demonstrating a proactive and collaborative approach to supporting the success of the ePMO and its objectives.</p>

KEY RELATIONSHIPS

EXTERNAL	INTERNAL
<ul style="list-style-type: none"> Service providers, consultants and contractors 	<ul style="list-style-type: none"> All Staff PMO's Project Managers Business partners

PERSON SPECIFICATION

QUALIFICATIONS	<p>Relevant qualification in Business Administration, Project Management or similar, or equivalent experience.</p>
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EXPERIENCE	<p>Previous experience in a project coordination role or similar, preferably within local government or a public sector environment.</p> <p>Proficiency in Microsoft Office Suite and familiar with digital project management and reporting tools.</p>
KNOWLEDGE, SKILLS AND ATTRIBUTES	<p>A team player with a sense of humour and ability to build rapport with a variety of personalities.</p> <p>Process focussed with strong emphasis on accuracy and continuous improvement, and demonstrates emotional maturity and situational awareness to operate with confidentiality and in complex environments.</p> <p>Familiarity with project management tools and methodologies (e.g., PRINCE2, Agile, or equivalent).</p> <p>Strong written and verbal communication skills.</p> <p>Ability to manage multiple tasks, priorities, and deadlines simultaneously.</p> <p>Proactive approach to identifying and resolving challenges.</p> <p>Experience working with diverse stakeholders, including external partners.</p> <p>Strong focus on accuracy and compliance in documentation and reporting.</p>
OVERALL	<p>Has no previous or current medical conditions, which would affect the ability to perform the duties described in the job description.</p> <p>Willing to work overtime and weekends should this be required.</p> <p>Full, clean current driver's licence.</p>

End of ePMO Project Coordinator position description.

POSITION DETAILS

TITLE	Project Coordinator (ERP Replacement Programme)
REPORTS TO	Project Sponsor – GM People and Partnerships
LOCATION	Civic Centre, Whakatāne
DATE	April 2025
DIRECT REPORTS	Nil
FINANCIAL DELEGATION	As per Delegation Authority Manual

PURPOSE OF POSITION

The Project Coordinator will play a critical role in supporting the successful delivery of the ERP Replacement Programme. This specific role involves supporting the Programme Manager with coordination, administrative and logistical support across the programme lifecycle, ensuring effective planning, monitoring and communication among stakeholders. This role will support successful programme delivery on time, within scope, and budget, while adhering to local government policies and regulations.

About the programme:

The ERP Replacement Programme aims to implement a modern, integrated enterprise system that supports core business functions such as finance, customer relationship management, procurement, and regulatory and compliance activities. The system we use to manage our core business processes has reached end-of-life and needs to be replaced. We've identified the new system solution and have planned our approach to implementing it. It will be a large and complex programme of work as it will impact our people, processes and ways of working.

KEY ACCOUNTABILITIES

KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
VALUES	Ensure the best interests of the organisation are represented at all times and Council values are reflected in behaviours and professional delivery of role.
PROJECT PLANNING & COORDINATION	<p>Actively assist the Programme Manager in the consistent use of Council's project management framework and/or good practice project management standards that support the delivery of the programme outcomes. This relates to areas including programme and project planning, change management, risk and opportunity management, procurement and lessons learned.</p> <p>Support the Programme Manager and workstream leads in the coordination of programme activities, ensuring alignment with timelines and objectives.</p> <p>Coordinate programme governance activities such as steering committee meetings, workshops, and stakeholder briefings.</p> <p>Coordinate with internal teams, external stakeholders, and contractors to ensure effective communication and task allocation.</p> <p>Organise and facilitate meetings, including preparing agendas, minutes, and follow-ups.</p>
MONITORING & REPORTING	<p>Track programme and project progress and maintain accurate records of milestones, timelines, and deliverables.</p> <p>Monitor budget tracking and procurement activities in collaboration with finance and procurement teams.</p>

	<p>Coordinate and prepare regular status reports for senior management and council committees, presentation materials and documentation for meetings, and follow up on important actions and decisions from meetings.</p> <p>Manage and maintain programme documentation including plans, RAID logs (Risks, Assumptions, Issues, Dependencies), change logs, and status reports.</p>
STAKEHOLDER RELATIONSHIPS	<p>Build and maintain effective relationships with internal and external stakeholders, working as a trusted team member throughout the programme.</p> <p>Support change management tasks including staff and engagement activity such as organising meetings and collating feedback and ensuring clarity and consistency in programme messaging.</p>
ADMINISTRATIVE SUPPORT	<p>Manage programme documentation, including contracts.</p> <p>Facilitate document control and version management for key programme artefacts.</p> <p>Support programme adherence to council policies, local government regulations, and health and safety standards.</p> <p>Maintain accurate records and ensure data integrity across systems.</p>
OTHER DUTIES	<p>Provide general administrative and coordination support to the wider project team as required.</p> <p>Contribute to continuous improvement initiatives within the council's project management framework.</p> <p>Undertake other duties that may be required from time to time, in agreement with Manager.</p>

KEY RELATIONSHIPS

EXTERNAL	INTERNAL
<ul style="list-style-type: none"> Service providers, consultants and contractors 	<ul style="list-style-type: none"> All Staff

PERSON SPECIFICATION

QUALIFICATIONS	Certificate or Diploma in Business Administration, Project Management or similar, or equivalent experience.
EXPERIENCE	<p>Previous experience in a project coordination role or similar, preferably within local government or a public sector environment.</p> <p>Proficiency in Microsoft Office Suite.</p>

KNOWLEDGE, SKILLS AND ATTRIBUTES	<p>A team player with a sense of humour and ability to build rapport with a variety of personalities.</p> <p>Process focussed with strong emphasis on accuracy and continuous improvement, and demonstrates emotional maturity and situational awareness to operate with confidentiality and in complex environments.</p> <p>Familiarity with project management tools and methodologies (e.g., PRINCE2, Agile, or equivalent).</p> <p>Strong written and verbal communication skills.</p> <p>Ability to manage multiple tasks, priorities, and deadlines simultaneously.</p> <p>Proactive approach to identifying and resolving challenges.</p> <p>Experience working with diverse stakeholders, including external partners.</p> <p>Strong focus on accuracy and compliance in documentation and reporting.</p>
OVERALL	<p>Has no previous or current medical conditions, which would affect the ability to perform the duties described in the job description.</p> <p>Willing to work overtime and weekends should this be required.</p> <p>Full, clean current driver's licence.</p>