

Office & Travel Operations Lead - Auckland

The Office & Travel Operations Lead - Auckland ensures the smooth, safe, and professional operation of NZR's Auckland office while delivering high-quality travel and logistics support to the Auckland-based team. This role is responsible for maintaining an exceptional office environment, managing front of house and facilities to align with NZR standards, managing security and compliance, and coordinating office-based and external events. It also provides travel support for Auckland leaders (primarily international travel), coordinates projects and delivers administrative support across key NZR initiatives, enabling effective execution of strategic priorities while enhancing the experience of staff, stakeholders, and visitors.

 Location	 Team	 Leader	 Employment Type	 Direct Reports	 Span of Control
Auckland	People, Safety & Wellbeing	Office & Travel Relationships Manager	Permanent / Full Time	Nil	Nil
Key Stakeholder Groups Internal: Auckland leaders, NZR Exec, NZR Employees External: External suppliers, Office contractors, General public/fans, other NZR stakeholders					

What You Do

Office & Facilities Management

- Manage all aspects of the Auckland office and front of house operations, ensuring a consistently high standard of service and presentation.
- Ensure full compliance with regulatory requirements.
- Proactively assess and maintain the office environment, ensuring facilities and equipment are well presented and functioning.
- Be the key point of contact on site to onboard and supervise external suppliers
- Oversee security and alarm systems and processes and act as the main after-hours security contact.
- Be present in the office five days a week to provide hands-on operational support, respond quickly to commercial needs, and ensure the smooth day-to-day running of the Auckland office.
- Work closely as part of the Office Management team to centralise and streamline office processes where appropriate, identifying and implementing opportunities for efficiency, consistency, and continuous improvement.
- Establish strong, collaborative relationships with other support roles, enabling effective communication, shared knowledge, and coordinated support activities that contribute to smooth office operations, consistency of service, and positive staff experiences.
- Support office-based functions and events.
- Coordinate on boarding for new and temporary staff in partnership with IT and People & Capability and manage office inductions.

- Support the coordination of all-staff meetings by working with relevant teams to prepare and consolidate presentations, providing assistance where needed.
- Ensure hot desks, furniture, and equipment are available and fit for purpose.
- Budget management including accurate invoice and coding processes and financial reporting.
- Provide support with organising national and international couriers and other freight requirements
- Ensure a list of key external suppliers is updated and maintained, and log office repairs and maintenance issues
- Meet and greet visitors, ensuring a welcoming front of house environment.

Travel Support

- Coordinate and manage complex (mainly international) travel arrangements for leaders, including flights, accommodation, visas, itineraries and ground transportation.
- Proactively identify and resolve travel issues, changes, or disruptions to minimise impact on leaders' schedules.
- Ensure all travel bookings and arrangements comply with organisational travel policies, budget guidelines, and approval processes.
- Act as the primary point of contact and subject matter expert for travel-related enquiries, providing guidance on policies, procedures, and best practices.
- Maintain up-to-date knowledge of travel policies, supplier agreements, and international travel requirements (e.g., visas, health, and security considerations).
- Liaise with travel management companies, airlines, hotels, and internal stakeholders to ensure seamless travel experiences.
- Organise other travel arrangements for stakeholders when required.

Office Administration Support

- Prepare and disseminate information to internal stakeholders as required.
- Support leaders with preparation for external meetings, workshops, and presentations as required.
- Support project delivery by assisting with planning, coordination, reporting, and stakeholder communication as required.
- Plan and coordinate Auckland-based in-house events such as stakeholder functions, including catering or meetings and managing meeting rooms.
- Provide in-house event management support, including logistics, communications, registrations, and on-the-day coordination.
- Assist with hosting stakeholders and guests for internal and external meetings and events.

Office Health & Safety

- Auckland office Health & Safety Committee representative and fire warden.
- Adhere to and maintain safe working practices and protocols.
- Ensure safety systems are operational to protect staff and visitors.
- Identify, isolate, and take action to eliminate any visible hazards in and around the office spaces.
- Contribute to health and safety awareness, including active participation in audits, inspections, and health and safety communications.
- Support incident and near-miss reporting processes, assisting with investigations, corrective actions, and continuous improvement initiatives where required.
- Confidently provide guidance when health and safety processes are not being followed, supporting others to understand and adopt safe work practices.
- Ensure NZR Auckland office complies with current New Zealand Health and Safety regulations and guidelines, including ongoing review of compliance requirements.
- Keep accurate records of all noted Hazards in register.

What You Bring

Key experience and skills include:

- Proven and demonstrated experience in project and/or office management roles embedding and supporting a wide range of office related processes.
 - Proven ability to coordinate large workshops, conferences, and team activities.
 - Highly confident with technology, including AV, telecommunications equipment, and advanced use of Microsoft 365 (Word, Excel, PowerPoint, Outlook, and Teams).
 - Strong communication and interpersonal skills, with the ability to adapt style to engage effectively with a wide range of people and requests especially when those people may need to be challenged for not following correct process.
 - Exceptional organisational and time management skills, with the ability to multi-task, manage conflicting priorities and deliver to deadlines.
 - Meticulous attention to detail.
 - Analytical capability to review documents and processes and provide considered input.
 - High degree of emotional intelligence, professionalism, and focus in a fast-paced environment.
 - Fast and accurate word-processing skills, with a proactive, structured, and solutions-focused approach.
 - Ability to work independently, exercise initiative, and demonstrate strong problem-solving skills
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