

Office Operations Administrator

The Office Operations Administrator provides exceptional customer service and administrative support to ensure a welcoming and professional experience for all who engage with New Zealand Rugby (NZR). This includes supporting staff based in the Wellington office, assisting external visitors, and responding to fan and public enquiries received via the info email mailbox.

This role also supports the smooth running of office. The role plays an important part in creating a positive first impression of NZR and contributing to an efficient, well-supported office environment.

					
Location	Team	Leader	Employment Type	Direct Reports	Span of Control
Wellington	People, Safety & Wellbeing	Office & Travel Relationships Manager	Permanent	Nil	Nil
Key Stakeholder Groups Internal: NZR Employees, NZR Board External: External suppliers, Couriers, Office contractors, General public/fans					

What You Do

Managing Visitors

- While NZR operates a self-service reception area, be the first point of contact for visitors needing assistance.
- Ensure correct sign-in processes are followed for visitors and contractors.
- At busy times when several external visitors are expected (e.g. large meetings, tour groups), be based at the reception desk to greet and direct to the relevant meeting room.
- Take care of the reception area, ensuring it is always a tidy, attractive, and welcoming environment, relevant to current 'teams in black' activity, and providing an 'energetic' space through NZR+ channels.

Customer Service

- Manage emails received through the Info mailbox and ensure a response is provided within 10 working days. This may involve forwarding to other areas of the business for assistance or information gathering and follow up.
- Be familiar with all NZR activity across the business and maintain a Public Info Framework document with responses, best contacts within the business, and information on frequently asked questions.
- Work closely with the Content, Media and Communications teams on customer service requirements related to our fans and stakeholders e.g., ticketing.

Office Management

- Complete daily/weekly stocktakes of consumables and stationery in the office, ensuring all areas are always well stocked for staff use, placing orders as required.
- Complete daily rounds of the office and kitchen environment, ensuring a high level of cleanliness and presentation both on arrival and departure.
- Be aware of the week's activity in large meeting spaces and around the office. Check meeting room calendars daily and prepare stock levels for large group bookings.
- Ensure meeting spaces are always tidy and help administrators prepare for larger meetings as required.
- Keep process documentation up to date and make sure the information is clear, concise and easy to follow.
- Provide support to the Office & Travel Relationships Manager regarding facilities and office maintenance.

Couriers

- Be the subject matter expert for the GSS courier system (NZ Couriers) and manage the business needs to help with all couriers nationally and internationally, including track and trace or overdue investigation.
- Ensure deliveries are moved from the reception or lobby area within a reasonable time and notify recipients of all deliveries received into the office using the correct process.
- Reconcile invoices, recoding costs monthly to business groups.

Administration & Support

- Process invoices for the Office Management budget and code them to the relevant project line correctly and promptly.
- Provide other general administrative support to the wider business as required.
- Undertake other tasks as required to meet team or organisational objectives.

What You Bring

Key experience and skills include:

- Experience in office administration or customer service, with experience engaging with internal and external stakeholders
 - Strong knowledge of Microsoft Office Suite, particularly Outlook, Excel, Teams, and Word
 - Experience supporting reception, office coordination, or facilities functions
 - Excellent communication and interpersonal skills, able to engage professionally with a wide range of people
 - Highly organised with the ability to manage multiple priorities in a fast-paced environment
 - Proactive, service-oriented, and adaptable, able to work independently and collaboratively within a team
 - Professional, approachable, and committed to delivering an excellent employee and visitor experience
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