

Team Services Coordinator - Communications

The Team Services Coordinator - Communications provides high level executive business and administrative support to the Chief Communications Officer (CCO) as well as supporting the wider Communications team to operate effectively and efficiently.

In addition, the Team Services Coordinator – Communications is responsible for managing projects across the full project lifecycle within the Communications workstream, ensuring effective planning, execution and delivery in alignment with organisational objectives.

					
Location	Team	Leader	Employment Type	Direct Reports	Span of Control
Wellington or Auckland	Communications	Chief Communications Officer	Permanent / Full Time	Nil	Nil
Key Stakeholder Groups Internal: NZR staff, NZR Executive team, NZR Board External: Public, Visitors, Clients, Suppliers, Provincial Unions, Super Rugby Clubs, Sponsors, Commercial Partners, Other Stakeholders					

What You Do

Executive Support to the Chief Communications Officer

- Diary management – including all meeting requests.
- Domestic travel, including VIP hosting arrangements when needed.
- International travel (including visas and full itinerary's).
- Assist with events coordination, in-house meetings and workshop with staff and external parties – some agenda/scheduling/travel/setup/catering, as required.
- Attendance at meetings and minute taking when required.
- Invoice coding.
- Purchase card coding/receipts/expense claims.
- Monthly financial reporting – tracking/advising/correcting re-codes.
- General admin support – presentations, letters, couriers, financial delegations, general queries, phone calls.
- Assist with the preparation of Board papers, as required.

Communications Team Support

- Provides, prepares and disseminates information to internal staff, New Zealand Rugby family and other stakeholders as required.
- Organises Communications team and Management team days/meetings – agenda, room booking, catering, activities, guest speakers etc.
- Prepare agenda and record minutes for Communications team meetings, as required.
- Monthly financial reporting across Communications as required.
- Operates and manages effective filing systems.
- Assists with the administration of in-house meetings and workshop with staff and external parties – agenda/scheduling/travel/setup/catering, as required.
- Responsibility for team travel arrangements.
- Media liaison including support with test match media operations and accreditation.
- General Communications team duties to support day to day function of team.

Project Management/Support

- Provide project management and coordination support for priority initiatives across the Communications workstream, at the direction of the Chief Communications Officer.
- Supports project planning activities, including scheduling, tracking milestones, and monitoring deliverables to ensure timelines are met.
- Identifies, assesses, and monitors project risks, issues, and dependencies, recommending practical solutions and escalating where appropriate.
- Maintains project documentation, registers, and reporting to support governance, decision-making, and transparency.
- Liaises with project sponsors, project leads, and project teams to support alignment, progress tracking, and issue resolution.
- Provides, prepares, and distributes accurate and timely information to internal staff and key stakeholders to support effective project delivery.
- Coordinates and maintains project-related financial administration where required, including purchase card coding, expense processing and invoice management.
- Coordinate travel arrangements for Communications projects.

Stakeholder Relationship Management

- Assists with hosting stakeholders and guests at internal and external meetings and events, including support with logistics e.g. travel and accommodation bookings, presentation preparation, room set up and catering.
- Organise travel arrangements for stakeholders when required.
- Provide information to external parties when required, passes request/s on to appropriate staff members in other cases, following up those requests as applicable.

General

- Provides high quality customer service and administrative support to all stakeholders, both internal and external.
- Undertakes, facilitates and manages projects as directed.
- Undertakes other duties as determined by the manager/s to meet team and organisation objectives, as required.

What You Bring

Key experience and skills include:

- Experience in an executive support role with previous experience supporting executive and/or senior level managers.
 - Solid experience providing end-to-end project support across multiple initiatives, contributing to planning, execution, and delivery activities.
 - Strong coordination skills with the ability to track milestones, manage schedules and monitor deliverables across multiple projects.
 - Proven ability to work collaboratively with project managers, senior leaders, and cross-functional stakeholders.
 - Previous communications, media or marketing experience would be advantageous.
 - Confident with all forms of technology including AV and telecommunications equipment.
 - An advanced user of Microsoft Word and an intermediate user of Excel and PowerPoint
 - Prior experience working with material of a confidential nature.
 - Fast and accurate word-processing skills.
 - Excellent communication skills, written and oral.
 - Excellent interpersonal skills, an ability to adopt a variety of approaches to interact professionally with variety of people and requests.
 - Excellent organisational skills, able to manage conflicting priorities professionally.
 - High degree of emotional maturity, with an ability to work unsupervised and use to use initiative.
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