



POSITION DESCRIPTION: OPERATIONS COORDINATOR

Position: Operations Coordinator (aka "VP of Miscellaneous Stuff")

Location: Wellington

Reports to: Operations & Events Team Lead

Date prepared: January 2026

Key Purpose of Role

The Operations Coordinator is part of the team that is the engine that runs our charity. The purpose of this role (and team) is to provide support to all aspects of the business as well as to our external stakeholders. It's a bit customer service, a bit logistics, a bit events and a bit operations all in one. No two days are the same. This role suits someone who likes variety, is a team player and wants to be part of a national charity with a clear purpose.

Key Responsibilities of Role

The role is a multi-faceted role as is necessary to support so many internal functions.

- Customer Service
- System Support
- Event Support
- Programme/Administration Support

The Operations and Events team has an overall team leader that takes responsibility for ensuring the team is working collaboratively with each other and that all tasks are managed efficiently and effectively.

Responsibilities of the Operations Team

- Customer Service
 - Respond to online and phone requests from stakeholders including teachers, students, regional partners and sponsors
 - Proactively contact stakeholders about programmes, resources, events and services
 - Supporting students, teachers and stakeholders when using the learning platforms, tools and resources.
 - Working with schools / teachers to ensure a smooth annual YES student registration process
 - Providing technical support to users of our Learning Management System (LMS)
- System Support
 - CRM management including data entry, collating and analysing information
 - Super user for the CRM including training new users and ensuring the CRM is kept up to date
 - Working with external providers to ensure the smooth integration between the CRM, website and learning platforms
 - Assist in creation of processes and systems to improve the programme delivery and data collection
 - Triaging and providing information to the technical lead/developer for bugs and fixes
 - Website administration and updates

- Event Support
 - Assist in the preparation and organisation leading up to events
 - Assist in the delivery of events
 - Participate in event debriefs
 - Working with regional coordinators to assist with the organisation of Key Regional YES Events
 - Chaperone students at out of school events – this includes overnight chaperoning duties
 - Facilitate or lead group discussions and activities at events
 - Producing event booklets, presentation and other collateral using adobe suite and other platforms
 - Organise judges for programmes and events
 - Organise travel
- Programme/Administration Support
 - Data tracking of the YES Programme and other feeders
 - Completion and follow through of tasks logged through the task management system
 - Coordinating and facilitating the annual review process
 - Maintain educational resources using multiple design platforms with confidence.
 - Produce simple collateral using platforms such as Canva for flyers, resources, and social posts etc for Regional Coordinators, Teachers & Students
 - Content writing support for our yearly reports and events
 - Uphold the brand guidelines and values throughout the comms work.
 - Assist in social media marketing, writing content and marketing campaigns.
 - Manage the logistical support for our facilitated programmes
 - Liaise as required with schools, teachers and students
 - Organise surveys / feedback and collate the results into a report/summary
 - Organise resources to be sent and retrieved for various programmes and activities
 - General administration support for all areas of the business
- General responsibilities

All team members of the Trust are expected to work from time to time in areas beyond their core responsibilities. This may include, but is not limited to:

- Assisting other team members during busy times.
- Assisting in recruiting and retaining schools with visits, phone calls or other interactions.
- Assisting in looking after sponsors, funders and donors.
- Acting as a supporting or lead facilitator (depending on experience) for any of the Trust's facilitated programmes or student events.
- Assisting in any of the Trust's events including logistics (before and during the event) and looking after stakeholders at the event.
- Assist in the logistical needs of any programmes

Skills and Experience

Essential skills required for this role are:

- **Organisational skills** – this is a multi-faceted role and the ability to prioritise is critical
- **Attention to detail** – getting the details right every time for a smoother experience for our team and stakeholders
- **Collaborative Mindset** – Experience working in a team, with a desire to work to work collaboratively with other team members, internally and externally
- **Ability to work under pressure** – because there are times when it's just all go
- **Good oral and written communication skills** – to engage our stakeholders and provide top tier customer service

- **Problem solving** - eager to jump in and find the root of the problem and finding the best solution to make our stakeholder lives easier
- **Initiative** - being a lean charity there is always things to do, so seeing these opportunities and pitching in is important
- **Tech Savvy** - Computers will be second nature to you, your desire to find the cause and assist not just our teacher and students but work with technical leads will excite you

It would be useful if the candidate has:

- Experience with databases or CRM systems, database integration and automation
- Computer skills with Adobe Design Suite, Microsoft Suite, Outlook, Canva, Mailchimp and /or Survey Monkey
- Web administration experience with a Content Management System

Key Attributes

As a lean, nimble charity it is important for all team members to balance the tensions between thinking and doing, between being self-sufficient and working as a team player. As such, it is important that you are:

- **An innovator** – thinking of new things, thinking strategically
- **Improvement orientated** – always looking at how we do things better
- **A hustler** – a multi-tasker who rolls up your sleeves and gets things done (a “GSD” attitude)
- **Results orientated** – knowing how to prioritise so that you focus on achievement over activity
- **Flexible** – because no two days are alike, and everyone chips in wherever is needed
- **Customer focused** – because we exist for our students. And we only achieve what we do because of our extended family (funders, teachers, partners, volunteers, alumni and other stakeholders).

Brand Values

Our brand values are very important to us, and we look for these attributes in everyone who works for us:

- **Love What You Do** – working for Young Enterprise is more than having a job or a career, it is about having purpose and passion
- **Connect & Collaborate** – our strength lies not just in how we work together as a team, but how we connect with our “extended family” and collaborate with like-minded organisations and individuals
- **Try New Stuff** – we model ourselves on the start-up ecosystem we are trying to help build. We love pilots and value the ability to innovate but also accept failures and the need to pivot
- **Make It Real** – theory only goes so far. The best learnings, for our students and ourselves, is an authentic one where the experience is real
- **Aim for Awesome** – because that’s what makes all of the above great.