


Draft Position Description		
Position:	Operations Co-ordinator	
Purpose:	To assist RDNZ to realise its vision and fulfil its mission by ensuring that its office systems hum and team members are supported in their roles.	
Reports to:	RDNZ Relationships Manager	
Functional relationships:	<ul style="list-style-type: none"> • Relationship and Communication Managers • Other members of the RDNZ staff team • RDNZ Board • RDNZ support group leads • External suppliers and contractors 	
Direct reports:	0	
Hours per week:	20 (over four days per week Monday - Thursday)	
Location	Office based; 94 Riddiford Street, Newtown	
Date:	01 April 2026	

Role requirements:

This part-time position involves office management and administrative duties including helping with Rare Disease Day arrangements and events, social media support, executive support to the CE, back-up support for the Finance Manager, minute taking at Board and staff team meetings, data entry and assisting with information storage.

Duties and responsibilities	Expected outcomes
1. Schedule staff meetings and keeping notes.	1. Maintain record of staff meeting and actions
2. Diary management for regular meetings with key stakeholders, video calls with collective community and any educational webinars	2. Organise key meetings with liaison with team member
3. Folder management for office with use of google drive or Teams for key documents	3. Key documentation is stored in correct folders with appropriate access permissions
4. Support CE with updating and monitoring the Risk Management matrix. Present and highlight significant risks to CE, including any health and safety issues to the CE monthly and at the quarterly Board meetings.	4. Risk matrix is a requirement is kept up to date in compliance with good business practice and relevant legislation. 5. Staff emergency contact details and individual earthquake response plans are kept up to date

Duties and responsibilities	Expected outcomes
5. Manage and update Standard Operating Policy and procedural documents as required and directed by the CE.	6. Policy documents are up to date and reflect both best and current practice.
6. Record minutes at key meetings, send to CE for final approval before distributing.	7. Minutes accurately reflect the content of key meeting discussions and are kept confidential where required
7. Maintain the RDNZ contacts database in Nationbuilder (with support from Relationship Manager) ensuring it is updated with relevant new contacts. Suggest process improvements as practicable	8. NationBuilder database is up to date and a reliable source of information for mailing lists
8. Work with the Relationships manager and Communication Manager to send communications to contacts in the NationBuilder database.	9. Newsletters and other communications are sent to the database in a timely and professional manner
9. Recruitment support: placing adverts and helping with shortlisting and booking interviews	10. Recruitment processes supported as directed by CE
10. Work with the Relationship and Communication Managers to organize and manage Rare Disease Day events for February each year, Education Events and any other national events such as conferences	11. Event runs according to plan, on budget, raises awareness and funding for RDNZ. Any media risks are mitigated.
11. Arranging travel for staff and board members as required.	12. Travel is booked in a timely manner so as to keep costs at a minimum.
12. Support CE in procurement of ICT	13. CE supported with purchase of IT equipment or updates
13. Undertake accounts administration and other duties in the Finance Manager's absence	14. Proficient, accurate and compliant use of Xero accounting software
14. Administrative support for RDNZ's rare disorders research network	15. Rare disorders research network meetings and events are supported to run effectively and efficiently
15. Support the Communications Manager with updating website information as required	16. Website information is updated accurately in a timely fashion
16. Be a functional, effective and positively engaged member of the RDNZ staff team	17. The RDNZ staff team value the Office Administrator's contribution to RDNZ's work, and there is mutual understanding

Duties and responsibilities	Expected outcomes
	of how each other's roles will be supported

Qualifications and experience:

Essential	Good to have
<ul style="list-style-type: none"> • Previous experience in an administration role • Strong communication and organisational skills • Excel, Word and Outlook to an intermediate level • Experience and proficiency in the use of Xero accounting software • Technically savvy and comfortable with ICT systems • Skilled with social media • Comfortable with variety and enjoy using own creativity and initiative • An eye for detail and a methodical mind 	<ul style="list-style-type: none"> • Experience in the health sector • Knowledge of rare disorders • Good understanding of not-for-profit organisations • Previous experience of health & safety • Previous experience managing projects and/or events

Key behaviours:

- team player who enjoys being part of a small dedicated team
- positive can-do attitude focused on finding solutions
- commitment to high quality and excellence
- understanding and enthusiasm for bringing systemic change
- empathy and the ability to understand the needs of the rare disorders community, including whānau Māori
- commitment to RDNZ's values, vision and mission
- high energy, enjoy meeting new people
- readily build good working relationships
- master organizer
- willing to roll up their sleeves and help out when needed

Vision	Best possible health and wellbeing for people and whānau living with rare disorders in New Zealand/Aotearoa.
Mission	To enable and empower people with rare disorders to best benefit from services and therapies available in New Zealand, and to champion their collective voice, advocating for provision of world leading evidence based health, disability, education and other services.

Values

Aroha - we will demonstrate love, compassion, empathy and respect for people living with rare disorders and we will support and encourage our stakeholders to do likewise

Whakamana - we will advocate assertively and constructively with strength and resilience, supporting communities of people living with rare disorders to be similarly empowered

Manawa rahi - we will steadfastly and stout-heartedly maintain an unwavering evidence-based commitment to the RDNZ cause

Kotahitanga - we will exhibit unity, cohesion and collaboration both internally as a team of staff and volunteers, and externally in our relationships both with New Zealand's rare disorders community and supporters, and internationally.

Tiakitanga - we will do everything we can to sustain, protect and respect the viability and reputation of our organisation, our fellow team members, those living with rare disorders and the physical, cultural and spiritual environments which sustain us