

Coordinator Te Pae Mahara | Memorials and Commemorations

Te Whakaaturanga Tūranga | Position Description



Ki te puāwai te ahurea, Ka ora te iwi | If culture is thriving, people will be well

He manatū iti, he mana whānui, he toronga whānui, he manawa nui anō hoki tēnei e karanga atu nei. Nau mai, tomo mai, kia rongo ai tāua i ngā tākirikiringa o te whatumanawa o tō tāua tuakiritanga ā-motu.

An invitation from a small ministry, with a broad mandate, a wide reach and a big heart. Come in, let us all get a sense of what speaks to the heart of our national identity.

Coordinators support the delivery of specific work programmes and bring with them a willingness to learn. You are exposed to a range of work and quickly develop foundational knowledge of underlying processes and approaches. With guidance you apply what has been learnt and deepen your practical knowledge and experience. You reliably support the team by accurately performing tasks, co-ordinating activities, taking the initiative to learn new things, and help out others.

Mō te ratonga tūmatanui | About the Public Service

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whitake tā mātou hei tautoko i te Karauna i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua a te ratonga tūmatanui i roto i ā mātou mahi.

In the Public Service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the Public Service in our work.

Aronga mahi | Work focus

Reporting Line	You work in Te Hua Delivery & Investment Group reporting to the Pou Arataki o Te Pae Mahara Manager Memorials & Commemorations
Direct Reports Accountability	Nil
Financial Accountability	Nil

Te whāinga me te putanga | Purpose and outcome

This role supports Manatū Taonga with the operational management, maintenance and presentation of the National War Memorial and the wider Pukeahu National War Memorial Park as well as providing hands-on support for commemorative and ceremonial activities.

You are confident delivering routine work within a well-defined area of work, following established processes and approaches that keep the organisation safe. You enhance team and organisational performance by engaging well with others, working at pace, bringing fresh ideas about how work is done, and taking on greater responsibility as your knowledge grows.

Te horopaki me ngā kawenga | Context and responsibilities

This role is part of Te Pae Mahara, a team responsible for developing and maintaining national memorials and war graves, and for administering the national commemorations programme. Your work focuses on supporting the team to carry out the wide range of activities at Pukeahu National War Memorial Park. This would include:

Facilities operations & site management

- Provide day-to-day facilities support across all aspects of the Memorial Park.
- Conduct routine checks to ensure facilities are safe, functional and well presented and maintained.
- Coordinate and liaise with contractors, suppliers and internal teams to undertake maintenance and service delivery
- Support the delivery of minor works and projects (e.g. repairs, upgrades, asset tracking)
- Assist with procurement administration, including sourcing quotes and drafting contracts.
- Maintain accurate records of assets, maintenance activities, contractor engagement and completed works

Event, ceremonial and commemorative support

- Provide operational support for ceremonies and commemorative events including Anzac Day, Armistice Day and official visits.
- Support ceremonial infrastructure setups, and pack down (e.g. seating, lectern, flags, bollards, PA system).
- Coordinate closely with event leads, contractors and stakeholders as onsite liaison to support site readiness, smooth delivery and event troubleshooting.
- Support the team with the implementation of event plans, run sheets and contingency planning (weather, crowd flow, safety issues).

Health, safety & compliance

- Operate in accordance with health and safety legislation, policies and procedures.
- Identify risks and ensure safe practices for contractors, staff, and visitors.
- Support traffic, crowd, and infrastructure safety during events and peak visitation.
- Deliver or support contractor inductions and ensure compliance with site protocols, health and safety requirements and operational standards.
- Undertake manual handling and safe movement of equipment and infrastructure.
- Monitor and report on health and safety issues including providing H&S induction to contractors.

Ngā hononga | Relationships

Internal

- Other Te Pae Mahara team members and kaimahi from across the Ministry

External

- Visitors to Pukeahu
- Contractors and Suppliers
- New Zealand Defence Force and the Visits & Ceremonial Office

Ngā wheako me ngā tohu mātauranga | Experience and Qualifications

In addition to the skill requirements outlined at the end of the position description the following experience and qualifications are specifically required for this position:

- Experience in facilities, property, or site operations
- Ability to coordinate contractors and deliver on multiple small projects
- Experience supporting events, ceremonies or public programmes
- Strong logistical coordination and attention to detail
- Ability to remain calm and responsive in live event environments
- Strong interpersonal skills and customer/service mindset
- Awareness of tikanga Māori and willingness to work respectfully with iwi and diverse communities
- Intermediate skills in the Microsoft suite
- Understanding of the public service and machinery of government, desirable
- Knowledge of and interest in Aotearoa New Zealand's history and heritage

Te tū angitu i roto i tēnei tūranga | Being successful in this role

You are consistent and accurate while working at pace when delivering your work. You can self-manage and prioritise a busy and varied workload and take great satisfaction in completing tasks as they are added to your to-do list. You are keen to 'have-a-go' at most things to develop your knowledge and practical experience and approach all tasks positively and willingly.

While you operate effectively in the 'now', you add further value by looking ahead to see what needs to be done and lending a hand to get it done. You will need a high level of reliability and flexibility (from time to time you may be required to undertake early starts, work weekends or public holidays) and will be required to work between Pukeahu National War Memorial Park and the Ministry's head office on Lambton Quay.

This role involves regular lifting and handling of maintenance and event equipment and materials.

Ngā āheinga me ngā kawatau Capabilities and Expectations

Sometimes we may recruit for specific subject matter expertise or sector knowledge to ensure continuity of skills, knowledge, and credibility across Manatū Taonga in the public sector, culture, and heritage sector, and te ao Māori. We may also recruit to encourage a diverse workforce that reflects New Zealand communities. Regardless of your area of focus, knowledge and background, the underlying skills, and capabilities you bring to Manatū Taonga at this level are comparable with other Coordinators.

We focus on four key leadership capability areas. Below we have summarised what we expect from you, so that you contribute to the direction, stewardship, talent development and achievements of Manatū Taonga. It's not an exhaustive list.

Te Whakahaere o te Tuku | Delivery Management

We want you to do things like this:

1. Actively and constructively learn about how the work in your area is done
2. Understand the context of your work within the wider organisation
3. Build foundational knowledge across all aspects of your work. Start to apply knowledge in straight-forward settings, adapting your way of working with guidance from others
4. He hononga tangata: Know what it means for the work you do as Manatū Taonga connects the New Zealand public and Māori culture in designing and developing work

5. Support the team by taking responsibility for transactional tasks as a way of 'learning the ropes'
6. Complete straight-forward work accurately. Know when to ask questions or seek clarification
7. Manage your workload and work-life balance, being flexible in your approach as you juggle priorities and competing demands
8. Pro-actively offer to support others when you see they need assistance.

Te Whakahaere Parapara | Talent Management

We want you to do things like this:

1. Participate constructively in coaching and development Manatū Taonga provides. Take responsibility for identifying 'stretch' goals and for meeting agreed delivery and development commitments reflecting the values of Manatū Taonga.
2. He ngākau titikaha: Build confidence and capability in te reo, tikanga and the Treaty of Waitangi. Explore opportunities to practice with others in a safe environment.
3. Develop and improve your own performance standards, and work collaboratively with others to improve team performance
4. Contribute to a positive organisational culture, demonstrating our values and behaviours and encouraging flexible ways of working
5. Take every opportunity to learn, and be ready to learn from others
6. Be ready to adapt and take the initiative, stepping in if you see help is needed beyond your own area of work.

Te Hautūtanga ā-Pūnaha | Systems Leadership

We want you to do things like this:

1. He hononga Tiriti: Understand how Manatū Taonga is engaging with our Treaty partners and why this is important. Explore how this applies to your work.
2. Build and maintain connections outside your immediate group and, with guidance, collaborate where this makes sense
3. See how your work connects with and supports the wider team
4. Think about work from a system perspective. Critique how the systems and processes used in your work could be strengthened
5. Present work to your immediate team or more broadly, being clear about what you are proposing and being prepared to listen to alternative ways of operating
6. Keep up with latest practices and developments in your field of work—use them, share them, and suggest adopting those that could improve the way we do things.

Hautūtanga Rautaki | Strategic Leadership

We want you to do things like this:

1. Understand the strategic context for your work and the team's work e.g. attend staff hui for regular updates about Manatū Taonga activities
2. Participate constructively in discussions about the team's plan in relation to the direction of Manatū Taonga
3. Know how your work directly contributes to the strategic direction of Manatū Taonga
4. He hononga Tiriti: Understand how the evolving Māori–Crown relationship and the Crown's Treaty obligations are informing how we work as Manatū Taonga
5. Understand why we need to position ourselves to deliver to diverse New Zealand communities.

Te āhua whaiaro | Personal character

Honest and courageous

Provide confident and honest advice to advance the longer-term best interests of all New Zealanders

Curious

Show curiosity, flexibility, and openness in analysing and integrating ideas, information, and differing perspectives

Self-aware and agile

Leverage self-awareness to improve skills and adapt approach; to strengthen personal capability over time and optimise effectiveness with different situations and people; to adapt well in a changing environment

Resilient

Show composure, grit, and a sense of perspective when the going gets tough; help others maintain optimism and focus

Ngā pūkenga – me matatau koe ki ēnei mea | Skills – what you must do well

- Communicate and engage well in person and in writing
- Pro-actively build and maintain effective working relationships
- Apply analytical 'know-how'
- Apply knowledge of te reo, tikanga and the Treaty of Waitangi, or have the willingness and commitment to learn
- Develop plans to implement pieces of work to a successful conclusion

- Use your judgement to prioritise work, think ahead and manage time effectively
- Be a self-starter who can operate independently as well as collaboratively.

I have read and agree to the position description as detailed above.
