

## The Role

<b>Location:</b>	Wellington	<b>Team:</b>	Warmer Kiwi Homes
<b>Grade:</b>	14	<b>Reports to:</b>	Manager, Warmer Kiwi Homes
<b>Employment:</b>	Fixed-Term to 30 July 2027		

## Responsibilities

The objective of the Warmer Kiwi Homes Team is to contribute to making the homes of lower income New Zealanders warmer and drier by delivering a grants programme for installing insulation and heating, along with low-cost energy efficient initiatives.

The purpose of the Contracts Coordinator is to support the Service Provider Contract Manager to ensure all contractual requirements are completed in a timely manner, and processes are in place for service providers to efficiently deliver the Warmer Kiwi Homes programme. The Contracts Coordinator is also responsible for managing the Warmer Kiwi Homes Contract inbox. The role requires excellent relationship management skills.

## EECA's Mission and Behaviours

### Our Mission

EECA's mission is to mobilise New Zealanders to be world leaders in clean and clever energy use. We are Te Tari Tiaki Pūngao – Guardian of the energy. This means we have a responsibility to ensure that all of New Zealand recognises that the energy we save now will be an asset to our future, in a multitude of ways. We want a sustainable energy system that supports the prosperity and well-being of current and future generations.

In order to get there, our key strategic objectives are:

- Energy efficiency first
- Empower energy users
- Accelerate renewable energy

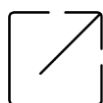
Outcomes are that energy users save energy, money and reduce emissions; and energy productivity and resilience improve. The levers EECA uses to achieve this are:

- Regulation of products, processes and systems
- Information and motivation to promote clean and clever energy choices
- Targeted investment to demonstrate and scale up energy efficient technologies and renewable energy use.

More information on who we are and what we do is available on our website [www.eeca.govt.nz/about-eeca](http://www.eeca.govt.nz/about-eeca)

### Our Behaviours

EECA has identified four behaviours that will help us succeed. We will be looking for applicants that can demonstrate these behaviours.



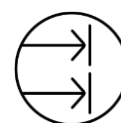
Open to the new



Stand in others' shoes



Believe in 'we' not 'me'



Deliver the goods



## Key Result Areas

- Co-ordinate and administer Service Provider contracts and associated processes
- Administer all Service Provider required documentation (e.g. health & safety certification, required insurances etc)
- Prepare communications materials to Service Providers about programme and contract related matters
- Support procurement activities in the Warmer Kiwi Homes Team
- Provide timely monitoring and reporting of delivery against predetermined monthly, quarterly and yearly targets
- Document contract management processes
- Create and maintain relationships with Service Providers
- Provide a rapid and professional response to all enquiries
- Support the Warmer Kiwi Homes Claims process as required.

## Key Competencies

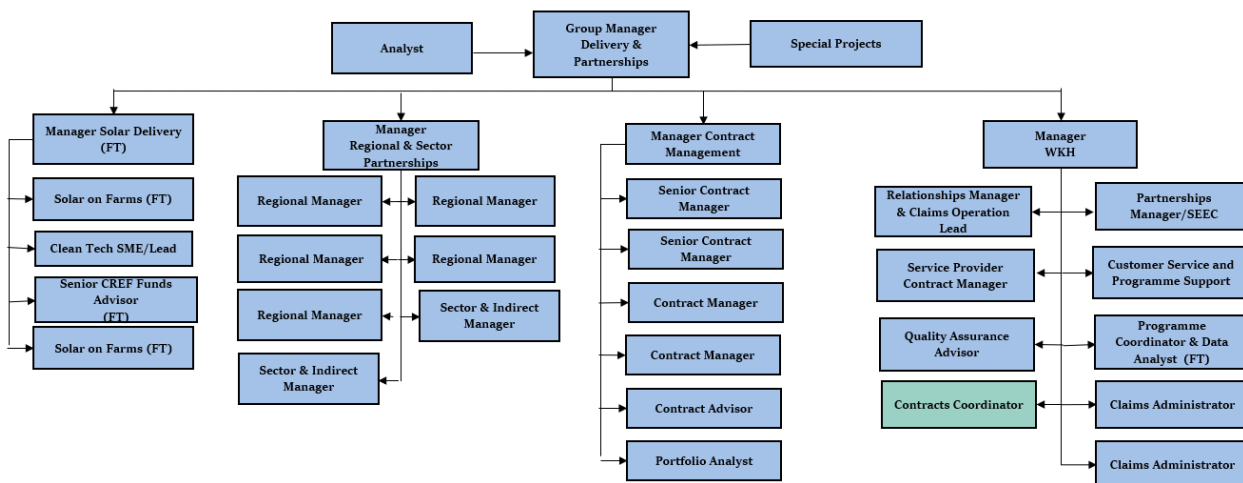
- Planning and priority setting
- Willingness to learn and take the initiative
- Effective Communication
- Dealing with ambiguity
- Relationship and Stakeholder Management
- Collaboration
- Eye for detail

## Relationships

It is expected that effective working relationships are established with relevant EECA staff and external stakeholders.

### Where your position fits

#### Delivery & Partnerships Group



### Key Internal Relationships

- Warmer Kiwi Homes Team

### Key External Relationships

- Service providers



- WKH contracted QA administrators

## Educational Qualifications, Experience and Skills Required

- Relevant administration and customer service work experience
- High level of attention to detail and productive output
- Excellent time management skills
- Proficiency in Excel and Word
- Excellent interpersonal skills
- Excellent written and verbal communications skills
- Excellent time management skills with a solutions focus
- Effective relationship management skills.

## EECA's Working Environment

A policy of equal employment opportunity operates and EECA provides a work environment that is free from discriminatory practices and encourages all employees to reach their full potential.

As a good employer, EECA takes its Health and Safety responsibilities seriously and all staff are expected to comply with all Health and Safety policies and practices, as part of their employment.

## Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia 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 runga 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 o Te ratonga tūmatanui i roto i ā mātou mahi.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki. [About the Public Service Commission - Te Kawa Mataaho Public Service Commission](#)

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.

You can find out more about what this means at: [About the Public Service Commission - Te Kawa Mataaho Public Service Commission](#)

