
BUSINESS SUPPORT ADMINISTRATOR

Department:	Business Administration
Reports to:	Executive Assistant
Key Relationships:	MHV staff, Shareholders, Stakeholders
Work Type:	Permanent, 30 – 40 hours per week
Place of Work:	MHV Water Ltd office Ashburton, plus other areas as required

MHV WATER LTD MISSION:

Sustainable solutions for our community, now and into the future

The intent of this position description is to provide a representative summary of the key functions and responsibilities performed by the incumbent in this role. It does not provide an exhaustive list of responsibilities. Staff members are expected to perform any duties reasonably requested by the employer. Position Descriptions are subject to review and amendment to reflect changing circumstances from time to time.

PURPOSE OF POSITION:

The Business Support Administrator provides high-quality administrative, financial, and operational support to ensure the smooth and efficient running of MHV's business functions.

This role contributes to the delivery of MHV's mission, *sustainable solutions for our community, now and into the future*, by coordinating key administrative processes, supporting environmental program delivery, and assisting with financial and compliance tasks.

The position plays a vital role in supporting the Leadership Team and Environmental team, ensuring accurate record-keeping, effective communication, and timely completion of operational activities that enable MHV to perform efficiently and deliver value to shareholders and stakeholders

PERFORMANCE EXPECTATIONS

Administrative Support

- Agenda preparation and minute taking at meetings as required (H&S, Team etc)
- Provide administrative support to leadership team,
- Prepare relevant Board reports, assist with health & safety administration
- Preparation and support of workshops and functions
- Communications support
- Manage inbox tasks and allocate responsibilities
- General correspondence & enquiries

Environmental Program Support

- Scheduling Farm Environment Plan (FEP) reviews with Shareholders
- Scheduling FEP audits to meet consented timeframes
- Assisting with the collation of nutrient budgets
- Ensuring nutrient budgets are received to meet timeframes set out in the Environmental Management Strategy/Environmental Implementation Plan
- Preparation and support of extension programme
- Have an awareness of and commitment to MHV's environmental policies and procedures
- Develop and maintain effective collaboration with internal teams, shareholders and stakeholders in all activities relating to the environmental delivery of services and support

Financial Administration

- Complete accounts payable & receivable functions accurately and within timeframes
- Code transactions appropriately
- Process all payments such as creditors, GST etc and ensure all payments are appropriately authorised within timeframes
- Complete monthly bank, credit card and RuralCo reconciliations
- Complete monthly share reconciliation
- Maintaining accurate financial records in Xero
- Resolve account enquiries

Health, Safety & Compliance

- Actively contribute to the continued development of a strong health & safety and environmental culture, including actively complying with, and the promotion of, all company policies

Teamwork

- Work closely with all MHV staff to contribute positively to an effective, open and transparent business operation with prompt response to work related communications.

SUCCESS INDICATORS

- Consistent delivery of accurate, timely, and efficient business support services.
- Administrative, environmental, and financial tasks completed accurately and within required timeframes
- Increased operational efficiency and measurable improvements in processes and systems.
- Demonstrated contribution to improving workflows, document management, or reporting systems that enhance organisational efficiency
- Strong stakeholder satisfaction with support services across all business areas
- Environmental team members are well supported to focus on their core role obligations due to the effective support being provided.
- Meeting minutes produced in an accurate and timely manner
- Consistently positive feedback from internal staff and external stakeholders regarding responsiveness, accuracy, and professionalism
- Environmental and financial reporting deadlines consistently met with accurate data and complete documentation.

COMPETENCIES, EXPERIENCE AND SKILLS

Competencies

- **Teamwork:** Contributes to a strong team culture, demonstrates flexibility and professionalism in all interactions.
- **Customer Focus:** Understands that Shareholders are the core customer. Goes the extra mile to provide reliable service, responsive communication, and practical support in a timely and respectful manner.
- **Initiative & Continuous Improvement:** Proactively identifies and solves issues, takes ownership of responsibilities, and seeks opportunities to improve systems, practices, and personal performance. Brings a positive, can-do attitude to challenges and change.
- **Adaptability:** Comfortable navigating changing demands, priorities, and conditions. Approaches each day with a solutions-focused mindset and maintains calm and effectiveness under pressure.
- **Decision Making:** Uses sound judgment informed by data, experience, and operational knowledge to make effective decisions in dynamic situations.
- **Relationship Building:** Communicates clearly and appropriately, fostering productive relationships with shareholders, colleagues, and external stakeholders.
- **Attention to detail and accuracy:** Consistently ensures data, documentation, and communications are error-free.
- **Discretion and confidentiality:** Handles sensitive company and shareholder information responsibly and with integrity.

Experience

- Proven experience working in a similar New Zealand business role.
- Proven ability to utilise Xero to undertake the roles financial administration tasks
- Full NZ driver's licence required

Skills

- Self-motivation and enthusiasm, with an ability to pick up concepts and ideas quickly
- A willingness to learn and ask questions
- Effective planning, problem-solving, and time management skills.
- Strong communication and relationship-building abilities.
- Commitment to positive organisational Health, Safety & Wellness outcomes
- Proficiency in Microsoft 365 tools (Teams, SharePoint, Excel, Word): Effectively manages documents, communications, and data using digital systems.
- Familiarity with document management and information systems: Able to maintain accurate digital records and support efficient workflows.
- Commitment to confidentiality, professionalism, and customer service.