

Business Performance Coordinator

Reports to: Economics Lead

Direct Reports: Nil

Team: Insights – Strategy and Business Capability

Date: January 2026

Role Purpose

The Business Performance Coordinator plays a key role ensuring organization wide business planning, performance reporting and procurement functions are delivered and business processes in general are proactively improved.

The role coordinates inputs, manages supporting information and prepares reports on activities and service performance for our shareholder the Christchurch City Council, our Board and management team. These quarterly and annual reports have legislative deadlines and showcase our organizational outcomes so continuing efforts to enhance delivery is required.

The role ensures fit for purpose procurement activities across the organisation by maintaining templates and processes as well as providing analysis, advice, guidance and training to staff. This covers purchasing as well as ongoing contract risk management, variation and termination.

The role involves leading the enhancement of policies, workflow efficiency and compliance within the organisation.

ChristchurchNZ Purpose Statement

Mā temahi tahi, ka hangahe taiōhangakia oraai ngātāngata me ngāwāhi hoki. Together we're shaping an economy where people and places thrive.

Who is ChristchurchNZ

ChristchurchNZ (CNZ) is the economic development, regional tourism, and promotion agency for Ōtautahi Christchurch. We are the catalyst for Ōtautahi Christchurch's economic transformation, driving growth and prosperity for our people and our place. We are the champions of our city, showcasing its vibrancy, innovation and potential to the world.

What does the team do

Strategy & Business Capability (SBC) employees work across teams for finance, people and culture, insights, information and communications technology, governance and facilities. We enable the whole organisation to work smarter and more sustainably by ensuring they have the systems, tools, insights and training they need. We help our employees stay safe and our processes compliant within a culture where everyone can be at their best. Join us to help our people make Ōtautahi Christchurch a better place.



We are Open



We are Purposeful



We are Together

What you will do

Planning and reporting organisational performance

- Manage planning and reporting processes, workflows and timeframes to meet organisational, auditor, statutory and legal compliance requirements.
- Project manage, collate data and write commentary on organisational activity, performance and risk, aligned with financial reporting undertaken by the finance team.
- Coordinate and produce performance and procurement reports, briefings and presentations for the shareholder, board and management.

Procurement support services

- Enhance and support fit for purpose procurement and contract templates, procedures and processes. Assist staff through advice, contract review, analysis and recommendations.
- Manage and implement tools and processes for the recording, tracking, monitoring, varying, risk managing and closing of all non-HR contracts.
- Support and advice on tender processes and facilitate external legal advice on procurement matters to reduce organisational risk.

Improvements to policy, processes and procedures

- Support internal policy and process reviews, including reviews of legislative compliance.
- Lead initiatives to improve workflows and efficiency.

Onboarding and training

- Provide inductions, education and training for staff on planning, procurement and reporting processes, procedures and templates and policy changes.

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform to contribute to the overall success of the organisation, if asked to do so.

What you will have

- 3 years' experience in a business support or relevant role
- Understanding of internal planning frameworks and ability to effectively coordinate and progress work through structured processes
- A good understanding of procurement and contract management practice
- Strong ability to build and maintain internal and external relationships and demonstrate leadership
- Ability to think critically and lead improvement of systems and processes
- A self-directed practical and pragmatic approach and high motivation to support the organization's success
- Capable of coordinating multiple tasks and meeting deadlines
- Good literacy and numeracy skills and attention to detail to support effective monitoring and reporting
- Intermediate skills in MS Office

Ways of Working

PERSONAL RESPONSIBILITIES

- Act with integrity and accountability by living into our organisational values
- Ensure you are informed of the CNZ strategic direction and how your work contributes our wider purpose
- Embrace opportunities to work with others across the organisation, sharing your knowledge and expertise to optimise business performance
- Take personal accountability for your health, safety, and wellbeing
- Be innovative by approaching your work with a growth mindset, and the ability to navigate change

SUSTAINABILITY

- Demonstrate accountability for your resource use and disposal to minimise environmental impacts and economic cost
- Encourage partners and stakeholders to adopt environmentally sound practices and quality assurance programs

MĀORITANGA

- Demonstrate commitment to the principles of the Treaty of Waitangi by acting in the spirit of participation, partnership, and protection
- Consider Māoritanga in all aspects of business, and engage with iwi where appropriate

Working relationships

INTERNAL

- Primarily within immediate team
- Collaboration with most of the organisation
- Influencing across most of the organisation

EXTERNAL

- Transactional interaction with external stakeholders
- Influencing and/or negotiating with external stakeholders
- Final negotiations with external stakeholders

Financial Delegations

BUDGET MANAGEMENT

- N/A
- Yes

BUDGET OWNERSHIP

- N/A
- Yes

BUDGET LIMIT INDICATION

- Nil
- Up to \$50,000
- Up to \$100,000
- Over \$100,000

Budget limit is a threshold indication only, your actual financial delegations are as per the delegated authorities policy