

Position	Service Delivery Coordinator
Reports to	Director of Service Delivery
Direct reports	N/A
Location	Te Whanganui-a-Tara, Wellington
Employment type	Permanent, 0.8FTE

Purpose

The Service Delivery Coordinator provides coordination, administrative, data, and systems support across InsideOUT Kōaro's service delivery activities, including training, youth, and community services.

The role ensures services are delivered efficiently, consistently, and with strong operational support by enabling effective scheduling, logistics, information flow, data capture, reporting, and system management. This role supports service leads and frontline delivery staff to deliver high-quality mahi

Key Responsibilities

Service Coordination & Administration

- Provide coordination support across training, youth, and community services.
- Support scheduling, logistics, and information flow for service delivery activities.
- Maintain accurate records of service delivery activity in relevant systems.
- Assist with organising and distributing materials, resources, and access to delivery tools.
- Respond to internal coordination requests from service delivery teams.

Training Coordination Support

- Support the Director of Service Delivery by:
 - maintaining accurate records of training enquiries, confirmed bookings, and delivery activity
 - updating systems once training scope and delivery are confirmed
- Support scheduling of training delivery in close collaboration with the Training Lead.
- Support the Training Lead by coordinating facilitator availability and deployment
- Provide logistical and administrative support to facilitators (e.g. schedules, travel details).
- Support coordination of invoicing inputs and facilitator expense processes in collaboration with finance.

Training & Facilitator Logistics

- Coordinate travel and accommodation bookings for contract facilitators and staff delivering training and regional services, when required.
- Support smooth logistical arrangements aligned with delivery schedules and agreed budget parameters.
- Act as a coordination point for facilitators regarding logistical details only.
- Liaise with finance or administration staff as required to support expense and payment processes.

Data, Systems & Reporting

- Maintain and manage service delivery systems, including Customer Relationship Management (CRM) system, booking platforms, scheduling tools, and reporting trackers.
- Ensure accurate and timely capture of delivery data across:
 - training services
 - youth services
 - community services
- Support the Director of Service Delivery with data collection and reporting across all service streams.
- Assist with preparation of internal and external service delivery reports, including reporting to funders.
- Support tracking of delivery activity against workplans, goals, and contractual commitments.
- Contribute to continuous improvement of systems and processes used by service delivery teams.

Support to Service Delivery Leadership

- Provide administrative and coordination support to the Director of Service Delivery, Youth and Community Team Leads, and Training Lead.
- Assist with onboarding of delivery staff and contractors by supporting access to systems, schedules, and information.
- Help coordinate responses to changes, cancellations, or delivery pressures.
- Act as a point of continuity during periods of increased delivery demand or organisational change.

Other

- Undertake other tasks, as may be required, to meet team or organisational objectives.
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What Success Looks Like

- Service delivery activity is well-coordinated and accurately tracked
 - Reporting supports clear oversight and informed decision-making
 - Facilitators experience well-organised logistics and clear communication
 - Teams experience systems and processes as enabling and supportive
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Person specification: Skills, Experience & Attributes

Essential

- Excellent coordination and organisational skills.
- At least 2 years experience in administrative or coordination roles.
- Confidence working with data, reporting, and tracking systems.
- High attention to detail and reliability.
- Clear, professional communication skills.
- Alignment with InsideOUT Kōaro's kaupapa and values.