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## POSITION DESCRIPTION

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<b>Position:</b>	NZTR RMS Admin Backfill (Fixed Term)
<b>Location:</b>	Petone
<b>Business Area:</b>	SNS Project Team
<b>Group:</b>	Customer
<b>Reporting to:</b>	GM – Welfare and Sustainability
<b>Staff Responsibilities:</b>	Nil
<b>Issue date:</b>	May 2021

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### Our Role

New Zealand Thoroughbred Racing (NZTR), is the governing body of the thoroughbred racing industry in New Zealand. We represent the interests of thoroughbred industry stakeholders.

NZTR exists to provide the thoroughbred racing industry leadership and direction by:

- a) Ensuring that the thoroughbred code is effectively administered;
- b) Determining its strategic direction; and
- c) Ensuring its health and competitiveness with other sports and entertainment options.

NZTR is also responsible for developing all racing industry training programmes in New Zealand and operates a number of dedicated apprentice schools across the country.

We are based in Petone, Wellington and share the same building as the NZ TAB and Greyhound Racing New Zealand.

Our challenge is to make sure that everything we do meets one simple test - what is best for New Zealand thoroughbred racing.

### Your Role

NZTR's Racing Management System (RMS) is made up of various modules including On-Horse, On-Course and On-Account and several online service portals / centres. In order to better meet the needs of the business and our external stakeholders, NZTR have decided to migrate from RMS onto an off the shelf Software as a Service product called the Single National System (SNS).

Working within the Project Team, this role will be responsible for providing backfill for our subject matter experts (Licensing, Registration and Stud Book) to free them up to so they are available to support the SNS project (primarily on database cleansing, testing and other preparation activities), and to provide additional team resource during the period of migration to the SNS.

This role focuses on supporting those roles so that customer enquiries are dealt with in a prompt and professional manner and keeping records and administrative functions operating smoothly.

This role is unlikely to liaise with any external stakeholders, other than customers as described in table below.

### Working Relationships

Internal	External	Boards and Committees
<ul style="list-style-type: none"> <li>▪ GM, Welfare and Sustainability</li> <li>▪ Keeper of the Stud Book</li> <li>▪ Import / Export Officer</li> <li>▪ Licensing Officer</li> <li>▪ SNS Project Manager</li> <li>▪ SNS Training and Engagement Manager</li> <li>▪ SNS Test Lead</li> </ul>	<ul style="list-style-type: none"> <li>▪ NZTR customers: Breeders, Owners, Trainers, Jockeys, Stablehands.</li> </ul>	<ul style="list-style-type: none"> <li>▪ None</li> </ul>

### Key Accountabilities

Key Result Area	Accountabilities
<b>Licensing</b>	<ul style="list-style-type: none"> <li>• Field customer enquiries relating to licensing</li> <li>• Update Licensing records as required</li> <li>• Reporting and Administration</li> </ul>
<b>Registration</b>	<ul style="list-style-type: none"> <li>• Field customer enquiries relating to registration</li> <li>• Update Registration records as required</li> <li>• Reporting and Administration</li> </ul>
<b>Stud Book</b>	<ul style="list-style-type: none"> <li>• Field customer enquiries relating to Stud Book and import/export</li> <li>• Update Stud Book records as required</li> <li>• Reporting and Administration</li> </ul>
<b>Stakeholder management</b>	<ul style="list-style-type: none"> <li>• Establish and maintain positive and effective relationships with external stakeholders / industry participants</li> <li>• Flexibility to work around fluctuations in business demand whilst maintaining maximum productivity</li> </ul>
<b>Planning support</b>	<ul style="list-style-type: none"> <li>• Supports colleagues and management with forward planning as required</li> </ul>
<b>NZTR Health and Safety</b>	<ul style="list-style-type: none"> <li>• Follow all instructions as issued by the NZTR Health and Safety representative from time to time</li> <li>• Ensure health and safety procedures, policies and practices are implemented, followed and understood</li> </ul>
<b>Miscellaneous</b>	<ul style="list-style-type: none"> <li>• Other tasks as may be required</li> </ul>

### **Person Specification**

- At least 3 years of experience in similar administration / customer service role.
- Excellent phone manner, focused on achieving quality outcomes for customers.
- A team player, with excellent interpersonal skills and the ability to build positive relationships with colleagues and customers.
- Confident in the use of Microsoft Office applications, especially Outlook, Word and Excel
- Excellent data entry and typing skills with good typing speed and accuracy.
- Flexible and adaptable to provide support across different business functions (Stud Book, Registrations, Licensing) to accommodate fluctuations in customer demand.
- Attention to detail, a focus on getting things “right first time”.
- Ability to work in a proactive, self-prioritising manner, uses initiative but not afraid to clarify where necessary.
- Knowledge in Thoroughbred racing is strongly preferred.

### **Attributes/Success Factors**

- Existing subject matter experts across Stud Book, Registration and Licensing functions are freed up to enable them to support the SNS project.

### **Work Schedule Factors**

- Monday and Tuesday mornings tend to be the busiest, with afternoon’s a bit quieter.
- The Bureau tends to be busiest on Tuesday and Wednesday.
- Registration enquiries tend to be busiest on Monday and Tuesday.
- Licensing enquiries tend to be busiest on Tuesday and Wednesday.
- Stud Book admin work tends to be busiest in January and February, with volumes trailing off somewhat in March.
- Import / Export enquiries tend to be busiest in June, July and August.
- Licensing renewals and related enquiries tend to be busiest in May, June and July.