



Programme Coordinator

Transformation

Reports to: Programme Manager

Location: 30 Laings Road Lower Hutt

Date: September 2026

Purpose of the role:

This role is responsible for providing effective and efficient programme, project and change coordination during the planning and delivery of Council programmes and projects.

The role supports programme and project teams to execute programme and project management processes, and it assists with the design and establishment of those processes for new initiatives.

The role also provides coordination support for change management activities, helping ensure new ways of working are adopted successfully alongside project and programme delivery.

Our purpose

Ko tō tātou he wāhi whai hua ki hōna tāngata - Our city where everyone thrives

At Hutt City Council we are committed to working together to create a connected, resilient and inclusive city of Lower Hutt Te Awakairangi, where all our people thrive.

As connectors, creators and leaders, we are supporting our neighbourhoods to become the architects of their future. Knowing that the work you do is meaningful and making a difference for generations to come is a great feeling.

Hutt City Council is a place you'll feel proud to be part of.

Our values



Manaakitanga *Show you care*

We are helpful, compassionate, do good and willingly give our attention.



Kotahitanga *Be Connected*

We seek and appreciate different perspectives, communicate effectively, share our knowledge and skills, and make valuable contributions that our colleagues appreciate.



Rangatiratanga *Have Courage*

We are ambitious, we explore new things, we do the right thing even if it's hard and we deal with issues directly and positively.

Our core capabilities

Our Capability Framework provides a common understanding of the capabilities, behaviours and ways of working needed to contribute to council's success. Our core capabilities are;

Toa Taumata Rau

Work as One Council

He Tātai Muka

People & Performance Focus

He Rangī tā Matawhānui

Open & Adaptable

Te Ringa Tōhau Nui

Business sense

Kāpuia Te Kāhaho

Customer & Community Focus

Te Pae Tawhiti

Future Aware

Within each capability are the skills, knowledge, and behaviours that are expected to be demonstrated, depending on the level of the role.

You can find the full capability framework at careers.huttcity.govt.nz/home

The level of capability required for this role is:



Foundational



Intermediate



Advanced

About the role

Project & Programme Management Coordination	Assist with programme planning, resource forecasting and financial schedules. Review and ensure consistency of project reporting (roll-up to programme level). This includes: • Programme update reporting. • Effectively and accurately report relevant programme information to the Programme Manager and stakeholders. • Prepare reports on risks & issues and escalate as appropriate. Keep the Programme Manager and others informed about programme status and issues that may impact deliverables or benefits. Monitor projects plans, work hours, budgets and expenditures. Create and update risk and issue registers. Coordinate Governance Group meetings. Meeting scheduling and minute taking, presentation preparation and filing. Support scope and change control for projects within the programme, ensuring change requests to scope, schedule or budget are documented, reviewed and tracked. Support quality assurance activities across project and programme deliverables, ensuring documentation and reporting meet Council standards. Support basic procurement and contract administration tasks, such as raising purchase orders, tracking invoices, and maintaining supplier and contract records.
Change Management Coordination	Support programme, project and workstream leads to coordinate change management activities – communications, training and briefing sessions, and champion/ambassador coordination – alongside project delivery. Help maintain stakeholder engagement and communications plans and coordinate their scheduling and content production. Support simple readiness and adoption tracking (for example pulse surveys or feedback collation) and consolidate results into programme reporting.

	Maintain change-related logs (for example training attendance, champion activity, communications sent) alongside existing risk and issue registers.
Stakeholder/ Customer management	Maintain effective relationships with key individuals and groups from relevant sectors and organisations. Establish effective collaborative working relationships with internal and external stakeholders and ensure networks are maintained, and enhanced with key individuals and local community groups. Support engagement activities for both project stakeholders and people affected by associated change, tailoring communication appropriately for each audience.
Administration	Support the wider programme or project team with administration functions. Tasks vary and may include: • Coordination of meeting and room bookings. • Supporting group reporting processes and other regular group activities. Support the team to prepare a calendar of Council papers and monitor to ensure dates are met. Information, document, and records management. Support the wider group with other reasonable and appropriate tasks such as invoicing and payments, when required.
Opportunity and risk management	Work with the programme or project team to identify opportunities for cost saving, programme delivery enhancement and reduced disruption to services. Take an active role in the project issues and risks management process, by working with the programme or project team to identify, priorities and track project issues and risks. Work closely with the programme or project team to develop strategies and controls to mitigate issues and risks. Produce issue and risk reports on matters of significance that require escalation to the Programme Sponsor or relevant governance group. Identify which issues and risks should be escalated to governance groups and prepare relevant reports/documentation.

	Identify and track risks and issues with a people or adoption dimension (for example resistance, capacity or capability gaps), alongside project and programme risks.
Leadership of Self	Seek to understand how your work contributes to our organisational priorities. Role model Council's culture, values and core capabilities. Proactively look for ways to support our people to be and do their best. Take a 'one council' approach to teamwork. Have awareness of Te Tiriti o Waitangi and how this applies in a Local Government context. Demonstrate and promote the use of reo Māori and other languages and customs in all that you do.
Planning	Understand and contribute to team short term and long-term strategies and plans.
Customer experience	Contribute towards providing positive internal and external customer experiences.
Stakeholder engagement	Build and develop effective relationships, proactively engaging with others in a positive manner.
Navigating change	Be open to changes in the way we work, the tools we use, the way we structure ourselves and the mahi we do in order to continue to meet Council and Community needs. Ask questions and participate positively during times of change, supporting others to do the same.
Continuous Improvement	Collaborate across team, council and with our partners to explore opportunities for continuous improvement. Champion new and innovative ways of thinking. Identify, recommend and aid in the implementation of improvements to existing systems and procedures.
Financial acumen	Protect council's reputation by following policies and making good choices on how to use council owned equipment, vehicles and office supplies.
Risk management	Identify risks and hazards and escalate appropriately.

Emergency Management	Actively contribute to and participate in any training, hazard identification and/or risk management and emergency response activities relevant to the role ie: floods, slips and other weather or natural event preparedness.
Health, safety and wellbeing	Actively participate in health and safety activities to create a safety culture based on continuous improvement. Participate in wellbeing activities. Prioritise health, safety and wellbeing to ensure we have the appropriate resources, skills and support for staff to work safely. You are familiar with our H&S Manuals, Policies and Process and agree to abide by them.

About you

Essential	Experience providing high-quality administrative, coordination or executive support within a busy, complex organisation, with the ability to quickly build programme and project coordination skills. An interest in developing skills across both programme/project coordination and change management coordination, with training and support provided. Ability to work positively and collaboratively with stakeholders, colleagues, and team members. Ability to work with customers to identify and prioritise their needs. Ability to maintain and track budgets, expenditure and financial schedules, with a willingness to develop programme-level financial reporting skills. Ability to produce clear, professional presentations, status reports and other programme materials. High level of proficiency with Microsoft Office products including Word, Excel, and PowerPoint Microsoft project or other project management software. Ability to use AI tools to work productively.
Desired	Experience in the use of Microsoft Project or other programming software.

	Exposure to, or an interest in, supporting change management activities (for example communications, training coordination, or stakeholder and readiness tracking) – training and support will be provided. Awareness of change management frameworks or tools (for example Prosci ADKAR or Kotter's 8-step model) is an advantage. Experience with engagement or pulse-survey tools (for example CultureAmp). Awareness of standard project management process areas (for example scope, schedule, cost, quality, risk and procurement) is an advantage.
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Key relationships and delegations

Number of people reporting you	0
Total number of people within your delegation	0
Operating budget	\$ 0
Capital budget	\$ 0
Core partnerships	Internal: Programme and Project Managers and workstream leads across Council, Business support functions: Legal, Procurement, Finance, Communications and Engagement, People & Culture, and the Programme Manager and wider Transformation Team External: Consultant and contracting supply chain, External stakeholders, Project Partners

Being a Public Servant in Local Government

The purpose of local government is to enable democratic local decision-making and action by, and on behalf of, communities; and to promote the social, economic, environmental and cultural well-being of communities in the present and for the future.

By choosing to work at Hutt City Council, you're making a commitment to abide by the Local Government Act 2002 and subsequent Amendment Act 2010. For more information on these acts please visit: www.legislation.govt.nz and localcouncils.govt.nz

Te Tiriti o Waitangi

Council affirms Te Tiriti o Waitangi as the founding document of Aotearoa and is committed to ensuring Te Tiriti Principles of partnership, protection and participation underpin activities pursuant to the purpose and objectives of Council as they relate to our working environment.

The responsibilities in this role description may change over time due to the nature of our work and to ensure we continue to meet the needs of our community. You may also be required to perform additional duties from time to time. No significant changes to this role description will be made without consultation and agreement by you.