Portfolio Administrator
Digital & Data

Role snapshot

Reports To	People leader	Direct reports
Head of Operations	No	0
Role Band	**Business Unit**	**Department**
3	Delivery & Change	Operations
Location	**Delegated authority – OPEX**	**Delegated authority – CAPEX**
Auckland	To be confirmed	To be confirmed

Purpose

Provide accurate, timely and well-organised coordination and administration across the Digital & Data portfolio.

Maintain portfolio plans, reporting inputs, governance information and meeting processes so that priorities, delivery commitments, risks, dependencies, decisions and actions are visible and easy to follow. Support the Operations team to create a reliable portfolio rhythm and reduce unnecessary administration for delivery teams and leaders.

The proposed operating model calls for a single portfolio view, visible commitments and clearer information about priorities, capacity, dependencies, progress and value

Capabilities, experience & skills

Skills	Capabilities	Experience
Qualifications	Relevant qualification or equivalent practical experience in business administration, coordination, portfolio support, project support and/or purchasing admin.	Experience in project, programme or product coordination in a corporate environment would be advantageous
Administration and coordination	Highly organised, accurate and able to coordinate activities across multiple teams and deadlines	Experience providing administrative or coordination support in a busy, multi-stakeholder environment
Information management	Able to maintain clear, complete and accessible records using agreed systems and processes – using automation where possible	Experience maintaining registers, schedules, documentation, actions and reporting information
Reporting support	Able to gather, check and consolidate information into clear reporting packs or dashboards	Experience supporting project, programme, product operational or portfolio reporting
Stakeholder support	Service-focused and comfortable following up information, actions and	Experience working with leaders, delivery teams, suppliers or business

	decisions with a wide range of stakeholders	stakeholders
Digital tools	Confident using Microsoft 365, Power BI and relevant portfolio, reporting or workflow tools	Experience working with tools such as Excel, PowerPoint, Teams, SharePoint or portfolio-management systems
Communication	Clear written and verbal communication, with good judgement about confidentiality and escalation	Experience preparing meeting material, correspondence, summaries and action records
Attention to detail	Able to identify missing, inconsistent or out-of-date information and follow through to resolution	Experience handling detailed information where accuracy and timeliness are important

Key accountabilities & outcomes

- Portfolio records and reporting inputs are accurate, complete and current.
- Planning and governance forums are well organised and supported.
- Actions, decisions, risks and dependencies are clearly recorded and followed through.
- Portfolio information is easy for leaders and delivery teams to find and understand.
- Reporting deadlines and agreed portfolio rhythms are consistently supported.
- Administrative workload is reduced for delivery leaders and teams.
- Confidential and commercially sensitive information is handled appropriately.
- The Operations team has reliable information to support planning, prioritisation and portfolio oversight.

Portfolio Administration and Information Management

- Maintain portfolio registers, records, schedules, distribution lists and document libraries.
- Ensure timely information on ownership, status, milestones, risks, issues, dependencies, actions and decisions.
- Support consistent naming, storage, version control and document-management practices.
- Gather and consolidate information from delivery teams for portfolio reporting.
- Check submitted information for completeness, consistency and gaps.
- Follow up missing or overdue information with the appropriate owners.
- Maintain a clear record of agreed priorities, commitments and changes.
- Help ensure people can readily access the latest approved portfolio information.
- Handle confidential, financial and commercially sensitive information appropriately.

Planning and Portfolio Rhythm

- Coordinate key portfolio-planning and prioritisation activities.
- Maintain calendars and schedules for recurring portfolio forums and reporting cycles.
- Support preparation for quarterly planning, prioritisation, value showcase and monthly priority forums.
- Coordinate meeting invitations, agendas, papers, presentations and supporting material.
- Ensure meeting material is distributed in line with agreed timeframes.
- Record decisions, actions and owners clearly and circulate them promptly.
- Monitor action completion and follow up outstanding items.
- Support changes to portfolio schedules and records when priorities or commitments change.

Reporting and Portfolio Visibility

- Coordinate the regular collection of portfolio status information.
- Support preparation of portfolio reports, packs, summaries and dashboards.

- Check that information is presented consistently and reflects the latest available position.
- Maintain action, decision, risk, issue and dependency records where required.
- Support reporting on time, cost, scope, delivery health, capacity, dependencies, adoption and benefits.
- Assist with tracking changes between reporting periods.
- Maintain supporting evidence and records for reported information.
- Help identify missing, inconsistent or overdue reporting and escalate where appropriate.
- Support the Reporting – Portfolio role and Senior Portfolio Coordinator with reporting deadlines and portfolio information.

Governance and Meeting Support

- Provide end-to-end administrative support for agreed governance and portfolio forums.
- Work with meeting owners to prepare agendas and collate papers.
- Perform quality checks on meeting packs, including formatting, completeness and version control.
- Capture actions, decisions, owners and due dates accurately.
- Maintain governance calendars, forward agendas and decision records.
- Follow up agreed actions and provide clear visibility of overdue items.
- Make sure decisions and changes are reflected in relevant registers and portfolio records.
- Support effective information flow between Operations, Delivery, Change and programme teams.

Commercial and Vendor Administration

- Support the maintenance of supplier, contract and commercial records as directed by the Commercial Lead.
- Coordinate administrative information required for vendor-performance reporting.
- Maintain records of agreed supplier actions, commitments and review dates.
- Support purchase-order, invoice, financial-tracking or forecasting administration as per processes.
- Ensure commercial information is stored securely and is available to authorised stakeholders.
- Escalate missing approvals, documentation or information to the appropriate owner.
- Provide administrative support for supplier meetings and performance reviews.

Team Support and Continuous Improvement

- Provide day-to-day coordination support to the Head of Operations and wider Delivery & Change team.
- Help new team members understand relevant portfolio schedules, systems, templates and information sources.
- Maintain standard templates, guidance material and working instructions.
- Identify duplicated, manual or unclear administrative processes and suggest practical improvements.
- Support greater consistency and automation in portfolio administration and reporting.
- Respond to stakeholder requests promptly and direct queries to the appropriate owner.
- Contribute to a helpful, organised and service-focused team environment.

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- Maintain action, decision, risk, issue and dependency records where required.
- Support reporting on time, cost, scope, delivery health, capacity, dependencies, adoption and benefits.
- Assist with tracking changes between reporting periods.
- Maintain supporting evidence and records for reported information.

- Help identify missing, inconsistent or overdue reporting and escalate where appropriate.
- Support Ops colleagues with reporting deadlines and portfolio information.

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- Perform quality checks on meeting packs, including formatting, completeness and version control.
- Capture actions, decisions, owners and due dates accurately.
- Maintain governance calendars, forward agendas and decision records.
- Follow up agreed actions and provide clear visibility of overdue items.
- Make sure decisions and changes are reflected in relevant registers and portfolio records.
- Support effective information flow across Digital & Data.

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Measures of success

- Portfolio records are accurate and updated within agreed timeframes.
- Planning and governance forums have complete and timely supporting material.
- Decisions and actions are recorded clearly and followed through.
- Reporting inputs are received and consolidated on time.
- Stakeholders can readily access current portfolio information.
- Missing or inconsistent information is identified and resolved promptly.
- Fewer manual follow-ups and duplicated administrative processes are required.
- Delivery teams and leaders experience reliable, practical administrative support.
- Confidential and commercially sensitive information is managed appropriately.
- Portfolio reporting and governance cycles operate consistently.

Key relationships

- Head of Operations
- Planning Lead
- Senior Portfolio Coordinator
- Reporting – Portfolio
- Commercial Lead
- Head of Delivery
- Head of Change
- Delivery Partners, Delivery Leads and Programme Managers
- Business Owners and Architects
- Finance, Procurement and commercial stakeholders
- Digital & Data leadership
- Strategic partners and suppliers

Living our behaviours

Change Makers | Customer. Customer. Customer. | Walk in Others' Shoes | We, Not Me | Consider It. Done.

Health, safety and wellbeing

Everyone has a personal and company-wide responsibility for health, safety and wellbeing, including compliance with relevant standards, policies and procedures and prompt escalation of hazards, near misses, injuries and incidents. During emergency or business-critical events, the role may be required to support response activities outside normal responsibilities or standard hours, with appropriate support and guidance.

Emergency & critical event support

Due to the nature of Vector's business and its critical role within the community, there may be emergencies and/or business and community critical events (such as power outages through storms or natural disaster events). This may require you to be available to perform duties outside of your normal day-to-day responsibilities and become part of a companywide response team. The employee and the manager will discuss these requirements, recognise the employee's personal circumstances and agreeing to the working hours.

During these events, Vector will continue to provide the necessary support and systems to operate in the safest and healthiest way possible. Vector empowers its managers and individual employees to monitor their health more closely, notice changes in themselves and others, and encourages open communication to seek any required support.