



JOB DESCRIPTION

Job Title:	Crown Enterprise Support Officer
Division:	Crown Enterprise Division (with functional support to Risk & Compliance)
Responsible To:	General Manager of Crown Enterprises (primary); Chief Risk Officer (during the first 6 months)
Responsible For:	nil
Job Purpose:	<p>The Crown Enterprise Support Officer provides high-quality administrative, coordination and governance support across the Crown Enterprise Division. The role will assist the Crown Enterprise Co-Ordinator in implementing systems, tracking documentation, supporting reporting processes and ensuring timely and accurate information flow to support effective governance, compliance and service delivery.</p> <p>For the first six (6) months of appointment, the role will operate as a shared resource reporting to the General Manager of Crown Enterprise (GM – CE) and the Chief Risk Officer.</p> <p>For the first six (6) months of appointment, the role will provide administrative and policy support to the Chief Risk Officer (CRO) to assist in establishing CIIC's risk, policy and compliance foundations.</p> <p>Following the six (6) month period, the role will transition to a full-time position within the Crown Enterprise Division.</p>
Job Band/Jobwise:	Customer & Business Support Pathway
Date updated:	May 2026

AGENCY VISION

The vision that CIIC aspires to contribute to is:

Ko te turanga tiratiratu i te puapinga o te iti tangata ka riro te reira i te akamatutu i te tupu'anga o te iti tangata, to tatou tango, no te tuatau ki mua.

Quality public assets that empower our people, our places, our future.

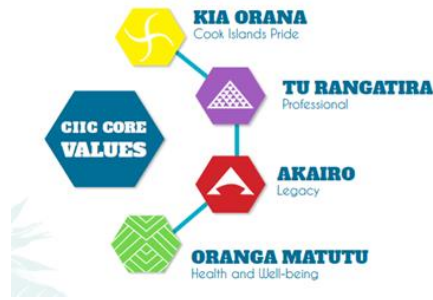
CIIC's vision has an extensive remit, therefore has a vast scope of responsibilities and contributes in a number of ways to the National vision and the national development sustainable plan.

CIIC's vast scope of responsibility includes:

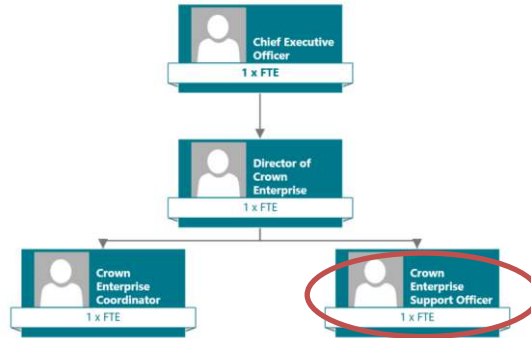
1. Crown land, Government infrastructure including Government buildings,
2. The Ports and Airports of Rarotonga and Aitutaki,
3. Te Aponga Uira Power Authority and Te Mana Uira o Araura,
4. Bank of the Cook Islands,
5. Investments in reticulated Water and Sanitation,
6. Telecommunications infrastructure and enterprises including Avaroa Cable,
7. Facilities management including Punanga Nui Market; and
8. Seabed mineral assets and enterprises

The CIIC has a vast scope of responsibilities with technical ownership of all crown assets and contributing to national development across a number of areas.

AGENCY VALUES



ORGANISATIONAL STAFFING STRUCTURE



KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
<p>Six-Month Shared Support Arrangement: During the initial establishment phase, the role will allocate approximately 60% capacity to supporting the Crown Enterprise Division and 40% capacity to supporting the Chief Risk Officer.</p> <p>Note: Detailed KRAs and KPIs are provided in the attached CRO Establishment Workplan 0–24 months).</p>	
<p>KRA 1: Risk & Compliance Support (0-6 months priority)</p> <ul style="list-style-type: none"> • Provide administrative and coordination support to the Chief Risk Officer • Support scheduling, agendas, minutes and action tracking for risk-related meetings and committees • Assist with drafting, formatting, version control and filing of risk, compliance and policy documents • Maintain risk registers, policy registers and document repositories • Support collation, formatting and uploading of Audit & Risk Committee and Board reporting • Assist with coordination of risk workshops, training sessions and stakeholder engagements • Support establishment of administrative systems and processes for the CRO function 	<ul style="list-style-type: none"> • Risk documentation and registers are accurate, current and accessible. • Meeting documentation and action tracking completed on time. • Reporting materials are well-prepared and submitted within required timeframes. • Effective administrative systems established to support CRO operations.
<p>KRA 2: Strategy, Policy & Governance Support</p> <ul style="list-style-type: none"> • Assist in drafting, formatting and maintaining governance and policy documentation • Support planning, strategy and policy development activities • Attend and actively participate in meetings, workshops and planning sessions including recording accurate notes/minutes, actions and follow ups • Provide administrative supporting including managing correspondence, maintaining a 	<ul style="list-style-type: none"> • Documents are accurate, consistent and delivered on time • Governance records are organised and easily accessible • Tracking systems are maintained and reliable • Where applicable, Action Items are recorded, tracked and followed up until closed

<p>structured document control, filing systems, trackers and registers</p> <ul style="list-style-type: none"> • Assist with SCI and governance reporting documentation as required 	
<p>KRA 3: Divisional Operational & Administrative Support</p> <ul style="list-style-type: none"> • Provide day-to-day administrative support across the Crown Enterprise Division including entity establishment, recruitment processes and capacity building programs • Manage correspondence, filing, records, shared drives and administrative systems • Coordinate meetings, events and training including logistics, agendas, minutes and follow-ups • Support procurement processes and financial administration, payment documentation and general administration • Draft, coordinate and distribute communications including newsletters, notices and updates as required • Actively monitor and assist with the management of Diligent Board Books as the CIIC Group's primary governance platform • Contribute to continuous improvement by identifying and recommending enhancements to administrative processes 	<ul style="list-style-type: none"> • Administrative tasks are completed accurately and on time • Meetings, events and training are well organised and professionally supported • Records and filing systems are complete and up to date. • Effective coordination of stakeholder engagements and communications • Well-maintained and up-to-date digital governance and communication platforms
<p>KRA 4: Performance Monitoring & Reporting Support</p> <ul style="list-style-type: none"> • Track reporting timelines across the CIIC Group • Follow up on outstanding reporting inputs from SOEs and stakeholders • Assist in collating quarterly and annual performance information and reports • Support document management within governance systems (e.g. Diligent) Maintain CIIC Group Director performance tracking spreadsheets, registers and related records 	<ul style="list-style-type: none"> • Reports are delivered within required timeframes • Data and documentation are accurate and well presented • Minimal follow-up is required due to effective tracking
<p>KRA 5: Board, Director & Stakeholder Support</p> <ul style="list-style-type: none"> • Assist with Director database management, updates and record keeping • Maintain attendance registers for CIIC Group events • Support preparation of Board, Committee and Director files documentation (hard copy & electronic) • Coordinate Director inductions, training and engagement activities • Assist with drafting routine correspondence relating to Director inductions and meetings • Act as a first point of contact for routine enquiries 	<ul style="list-style-type: none"> • Director records are accurate and current • Board documentation is complete and delivered on time • Stakeholders receive timely and professional support • Enquiries are handled in a professional, timely and accurate manner
<p>KRA 6: Coordination & Systems Support</p>	<ul style="list-style-type: none"> • Strong coordination across functions with clear tracking of actions

<ul style="list-style-type: none"> • Support coordination across Crown Enterprise and Risk & Compliance functions during establishment phase • Maintain trackers, registers and systems to support workflow and reporting • Identify opportunities to improve administrative processes and systems 	<ul style="list-style-type: none"> • Systems and processes are effective and continuously improved • Positive feedback from internal stakeholders
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REQUIRED KEY RESULT AREAS/OUTPUTS

<p>Values – Displays the CIIC Values</p>	<ul style="list-style-type: none"> • Employees displays consistently the CIIC Values of Kia Orana (Cook Islands Pride), Akairo (Legacy), Tu Rangatira (Professionalism) and Ora’anga Matutu (Health & Wellbeing) in the workplace. • Act honestly, truthfully and abides by the laws of the Cook Islands at all times • Provides impartial advice and makes decisions based on merit • Serves the people of the Cook Islands faithfully. • Treats people with courtesy and respect. • Takes action and makes decisions in an open and transparent way. • Is able to explain reasons for actions taken and takes responsibility for those actions. • Achieves good results for CIIC, government and the people of the Cook Islands in an efficient and effective way.
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<p>Professional Ethics & Code of Conduct Understands CIIC professional Ethics & Code of Conduct and is recognised by colleagues in this area.</p>	<ul style="list-style-type: none"> • Employee is on time to work each day. • Employee is always dressed appropriately for their role • Promotes teamwork and works with team to meet agreed objectives and goals • Communicates regularly with colleagues • Looks for ways to improve work methods and solve workplace problems • High quality of job performance • Healthy behaviour displayed at all times • Has a commitment to the vision and values of the CIIC • Responsible use of resources • Maintains privacy and confidentiality
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<p>Health & Safety Adheres to Public Sector Health & Safety standards and adheres to the CIGOV Health & Safety Policy as well as Agency requirements.</p>	<ul style="list-style-type: none"> • Works in a manner that does not create a hazard to their own safety or the safety of others • Promotes healthy and safe working environment for self and others. • Identifies and reports hazards and ways to eliminate or mitigation risks in the workplace • Uses the correct tools and equipment in the manner prescribed for the job • Uses the required safety equipment and protective clothing (where required) • Reads, understands and complies with the agency OSH work processes and practices • Complies with reasonable instructions from Managers on OSH work processes and practices • Reports OSH-related incidents, accidents, or illnesses to managers and/or employers
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WORK COMPLEXITY – INDICATE CHALLENGING PROBLEMS SOLVING DUTIES TYPICALLY UNDERTAKEN – 3–4 EXAMPLES

1	Managing and prioritising competing administrative, governance and reporting requirements across Crown Enterprise and Risk & Compliance functions, particularly during the establishment phase.
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2	Ensuring accuracy, consistency and version control across a high volume of governance, policy and risk documentation with multiple stakeholders contributing.
3	Coordinating inputs from different divisions and stakeholders to meet tight reporting deadlines (e.g. Board, Audit & Risk Committee, and CIIC Group reporting).
4	Supporting the set-up of new systems, registers and administrative processes while continuing to deliver day-to-day operational support.

AUTHORITY – EXPLAIN THE AUTHORITY, IF ANY

Financial	Not applicable
Staff	Not applicable
Contractual	Not applicable

FUNCTIONAL RELATIONSHIPS – LIST THE EXTERNAL & INTERNAL TYPES OF FUNCTIONAL RELATIONSHIPS

Internal (Within the Agency)	Nature of Contact	External (Outside the Agency)	Nature of Contact
GM - Crown Enterprise	Heavy Day-to-day operational support, coordination of workflows, document preparation, and reporting updates	SOE staff and Crown Enterprise administrators	Medium Coordination of information, follow-up on reporting inputs, and administrative support for governance processes
Chief Risk Officer (first 6 months)	Heavy Administrative support including meeting coordination, document preparation, registers, and reporting support during establishment phase	Contractors and consultants	Medium Coordination support for meetings, documentation, and information sharing as directed
CEO and Executive Management	Medium Preparation of documents, reports, and correspondence as required; maintaining		
Board and Committees (including Audit & Risk Committee)	Medium Support preparation of agendas, papers, minutes, and document uploads through governance systems (e.g. Diligent)		
All CIIC staff and divisions	Light Provide administrative support, follow-up on information requests, and assist with coordination across functions		

QUALIFICATIONS OR EQUIVALENT LEVEL OF LEARNING

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
Certificate or Diploma in Business Administration, Public Administration, or a related field	Degree in Business, Public Administration, Governance, or a related discipline

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years)

1–2 years' experience in an administrative, coordination or business support role

3–5 years' experience in a public sector, governance, or corporate environment

KEY SKILLS / ATTRIBUTES / JOB SPECIFIC COMPETENCIES

Level of ability required for the job	List Key Skills/Attributes/Specific Competencies
Advanced	<ul style="list-style-type: none">• Strong organisational and time management skills, with the ability to manage multiple priorities and deadlines• Well-developed written and verbal communication skills, including drafting reports, minutes, and correspondence• Strong attention to detail, particularly in document management, formatting and version control• Good interpersonal skills, with the ability to work effectively across teams and with stakeholders
Working	<ul style="list-style-type: none">• Ability to coordinate meetings, prepare agendas, minutes, and track actions• Experience maintaining registers, trackers, and administrative systems• Ability to follow processes, guidelines and maintain confidentiality• Proficiency in Microsoft Office (Word, Excel, Outlook) and ability to learn governance systems (e.g. Diligent)
Awareness (basic understanding)	<ul style="list-style-type: none">• Understanding of governance, risk and compliance principles in a support context• Awareness of public sector processes and reporting requirements• Understanding of CIIC's role and the Crown Enterprise environment• Awareness of Cook Islands culture and commitment to working in a professional public sector environment

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

CEO

Date

Employee

Date