

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Regional Administrator
Group:	Services for Children and Families
Reports to:	Manager Administration Services
Location:	As specified
Direct Reports:	No
Budget:	No

## OUR ORGANISATION

### About us

Oranga Tamariki—Ministry for Children is a Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended, or are likely to offend. Our belief is that in the right environment, with the right people surrounding and nurturing them, any child can, and should flourish.

### Our vision

Our vision is: New Zealand values the wellbeing of tamariki above all else.

### Our purpose

Our purpose is: To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.

### The Oranga Tamariki way

We've introduced a new way of doing things. A way of looking at the world that guides everything we do:



### Our core outcomes

Our core outcomes are:

- All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish
- Improved outcomes for all children, especially tamariki and rangatahi Māori.

## POSITION PURPOSE

---

Regional Administration teams play a vital role in supporting regions and sites in the delivery of high quality services to tamariki and whanau.

The purpose of this role is to work as a member of a regional administration team to provide a range of administration support and advisory services to Regional, Site and other operational delivery teams. The Regional Administrator role will work closely as required with teams across Oranga Tamariki as well as external providers to ensure sites and regional teams are able to operate effectively and efficiently.

The Regional Administrator role provides key administrative support and advisory functions to support front line service delivery oriented to ensuring that tamariki and rangatahi are in loving families and communities where they can be safe, strong, connected, and able to flourish.

*This position description provides a wide overview of the responsibilities of this role to create flexibility to meet business needs and demands. Individual duties will be discussed and agreed with your manager. These duties will be aligned to the Regional Administration Work Plan, which is reviewed on a regular basis with the Manager Administrations Services and relevant Regional Managers.*

## KEY ACCOUNTABILITIES

---

Key Result area	Key Accountabilities
<b>Customer Focus and Relationship Management</b>	<ul style="list-style-type: none"><li>- Provides operational delivery which places the interests of tamariki at the centre</li><li>- Builds and maintains highly credible and valued professional relationships and networks, internally and externally, to understand the needs and perspectives of others</li><li>- Liaises with relevant agencies, organisations and groups to provide support to Oranga Tamariki Operational Delivery teams</li><li>- Ensure effective communication processes and channels, both internally and externally.</li></ul>
<b>Administrative Support</b>	<ul style="list-style-type: none"><li>- Contributes to the development, implementation and regular review of the work plan for regional administration support teams</li><li>- Coordinate, process and maintain all administration functions including travel and meeting requirements, drafting of correspondence, reports and confidential work, stationary and office supplies and file management in accordance with Oranga Tamariki policies and practices</li><li>- Operate, provide training and support and ensure on-going maintenance and upkeep of all communication equipment and systems</li><li>- Contribute to and provide support with training for organisation projects and initiatives as required</li><li>- Manage the smooth and efficient operation of financial systems and documents including accounts payable, accounts receivable, debt management, child support, purchasing and procurement, and other finance systems as required</li></ul>

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> <li>- Provide site payroll support and processing, ensuring data entered meets quality control standards through independent checking, and records are stored appropriately</li> <li>- Provide and manage administration services in relation to property occupation and maintenance, including asset registers where required</li> <li>- Ensure that the regional fleet is managed and vehicles and related processes to meet compliance, legal and financial standards (running sheets, WOF, Registration, FBT and Drivers Licences)</li> <li>- Support the management of Student Placements and Casual employees in response to regional operational needs as required</li> <li>- Provide co-ordination and administrative support for cross site/team functions including the implementation and management of new business processes, initiatives and resources</li> <li>- Provide Health, Safety and Security support and process guidance to regional offices and service delivery teams to ensure that they are completing processes and records to meet the legislative requirements.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>- Participate and contribute to the development of administrative systems and processes</li> <li>- Monitor processes and procedures to ensure they are followed and escalate as appropriate to ensure continuous improvement strategies are met</li> <li>- Provide input into review and continuous improvement of administrative processes and procedures.</li> </ul>
<b>Being part of the Oranga Tamariki team</b>	<ul style="list-style-type: none"> <li>- Actively and positively participate as a member of the team</li> <li>- Proactively look for opportunities to improve the operations of Oranga Tamariki</li> <li>- From time to time, you may be required to perform other reasonable duties as requested by your manager</li> <li>- Comply with and support all health and safety policies, guidelines and initiatives</li> <li>- Ensure all incidents, injuries and near misses are reported into our H&amp;S reporting tool</li> <li>- Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known</li> <li>- Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct</li> <li>- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.</li> </ul>

## KEY RELATIONSHIPS

---

- |                 |   |
|-----------------|---|
| <b>Internal</b> | <ul style="list-style-type: none"><li>- Site Support staff</li><li>- Social Worker Supervisors</li><li>- Social Workers</li><li>- Social Work Resource Assistants</li><li>- Managers Services to Children and Families</li><li>- Managers Youth Justice</li><li>- Managers Care Services</li><li>- Corporate Services teams</li><li>- Oranga Tamariki staff</li></ul> |
| <b>External</b> | <ul style="list-style-type: none"><li>- Public, State sector and other organisations</li><li>- Service providers and suppliers</li><li>- Recipients of Oranga Tamariki Services</li><li>- General public</li></ul>  |

## QUALIFICATIONS & EXPERIENCE

---

- |                       |  |
|-----------------------|--|
| <b>Qualifications</b> | <ul style="list-style-type: none"><li>- A clean, current full New Zealand driver's licence is essential and a willingness to drive the Ministry's vehicles.</li><li>- Relevant and demonstrated level of administration experience (essential)</li><li>- Administration qualification (desirable).</li></ul> |
|-----------------------|--|

- |                           |  |
|---------------------------|--|
| <b>Other requirements</b> | <ul style="list-style-type: none"><li>- Willingness to travel within New Zealand to fulfil the requirements of the role.</li></ul> |
|---------------------------|--|

- |                   |  |
|-------------------|--|
| <b>Experience</b> | <ul style="list-style-type: none"><li>- Demonstrated experience in providing high-level administration support and advisory activities, preferably within a large public or private sector organisation</li><li>- Knowledge and understanding of, and experience in financial and/or administration in a public and/or state sector environment</li><li>- Demonstrated excellence in the provision of customer focussed financial, administrative and corporate advice, and services to managers and staff</li><li>- Experience in the continuous improvement of financial and administration systems and standard operating procedures</li><li>- Demonstrated ability to work in collaborative peer and other, stakeholder relationships</li><li>- Able to effectively prioritise and schedule work to meet competing deadlines and maintain the quality of services delivered</li><li>- Able to build effective professional relationships at all levels both within the Ministry and with outside agencies and clients</li><li>- Able to work in a team environment, be adaptable and cope with</li></ul> |
|-------------------|--|

---

continuing change

- Demonstrates initiative in addressing issues and problems arising in the role
- Demonstrates an understanding of the obligations and responsibilities aligned with working in the public sector context.

---

**Skills**

- Commitment towards positive outcomes for children, young people and their families
  - Excellent verbal, written and interpersonal communication skills
  - A high level of competence in the use of the Microsoft Office suite, particularly Microsoft Word, Outlook, Excel and PowerPoint
  - Competent data entry skills
  - Excellent attention to detail
  - Calm professional demeanour, with the ability to maintain performance under stress
  - Effective organisation, planning and time management skills
  - Able to manage sensitive and confidential information in an appropriate manner
  - Professional presentation at all times
  - Able to build and maintain rapport with others based on their own integrity and honesty
  - Able to collaborate with others, across the spectrum of Ministry functions, to achieve mutually agreed goals
  - Able to resolve problems, conflicts or differences by finding areas of agreement that benefit the organisation and individuals
  - Commitment to professional development and training
  - Able to communicate complex ideas to a variety of audiences and build and maintain rapport with others
  - Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.
-