

# POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



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| Title:          | Team Administrator                     |
| Group:          | Care Services                          |
| Reports to:     | Manager International Child Protection |
| Location:       | Wellington                             |
| 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

The purpose of the Team Administrator role is to provide high quality and efficient secretarial support as well as personal assistance and administrative support to the managers and team. The key focus of this role is to ensure the processes that support the team are highly efficient, effective and organised.

## KEY ACCOUNTABILITIES

| Key Result area                                       | Key Accountabilities   |
|---|--|
| <b>Management support</b>                             | <ul style="list-style-type: none"> <li>- Ensure a high level of support service is provided to the Managers and Team</li> <li>- Arrange appointments and travel arrangements</li> <li>- Maintain diaries for managers and staff, as required</li> <li>- Bring urgent issues to the attention of the appropriate manager</li> <li>- Maintain confidentiality of documentation and information as required and as appropriate</li> </ul>   |
| <b>Team administrative support</b>                    | <ul style="list-style-type: none"> <li>- Provide administrative support services in a timely and accurate manner</li> <li>- Set up and maintain effective electronic and paper filing systems and procedures, and develop new systems as required to ensure quick access to information</li> <li>- Provide photocopying services, collation and distribution of papers as necessary</li> <li>- Book venues for meetings, workshops and focus groups - arrange catering and necessary resources</li> <li>- Ensure that all office equipment is operational and all photocopiers, faxes and printers are supplied with sufficient stocks of paper and toner</li> <li>- Ensure office supplies, equipment and stationery are purchased and available as required</li> <li>- Undertake one-off projects, compile and process data for the project manager or project team where required.</li> </ul> |
| <b>Administration services systems and procedures</b> | <ul style="list-style-type: none"> <li>- Participate in administrative development and maintenance, including improvements of administrative support standards for systems and internal procedures</li> <li>- Coordinate with and assist other administrative support staff such that best practice is shared and overload situations can be managed efficiently</li> <li>- Operate all systems and procedures in such a manner as to meet Ministry requirements</li> </ul>  |
| <b>Account / financial administrative support</b>     | <ul style="list-style-type: none"> <li>- Provide financial/budgeting administrative support to Managers, where requested</li> <li>- Input requisitions into the Oranga Tamariki purchasing system (KEA) when required</li> <li>- Prepare invoices for payment by the manager, when required</li> </ul>   |

## IN-CONFIDENCE

| <b>Key Result area</b>                                | <b>Key Accountabilities</b>  |
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|   | <ul style="list-style-type: none"><li>- Ensure that receipts for personal expenses are accurately collated, recorded and submitted to the appropriate sources for reimbursement.</li></ul>   |
| <b>Word processing and presentation production</b>    | <ul style="list-style-type: none"><li>- Provision of a high standard of documentation (to include word processing, production of spread sheets and presentation material) to support the efficient functioning of the team</li><li>- Respond to and compose letters and memoranda where required</li><li>- Assist with the production of ad hoc reports</li><li>- Ensure that all reports, other documentation and correspondence meets business standards and complies with the Oranga Tamariki style guide</li></ul>   |
| <b>Facilities services</b>                            | <ul style="list-style-type: none"><li>- Ensure the provision of a high quality service to visitors and staff</li><li>- Co-ordinate dispatch and collection of courier packages for their respective teams as required</li></ul>  |
| <b>Event, seminar and conference planning support</b> | <ul style="list-style-type: none"><li>- Assist in the organisation, management and delivery of events, seminars and conferences, including finding venues, catering and travel/accommodation requirements.</li></ul>   |
| <b>Cultural competency</b>                            | <ul style="list-style-type: none"><li>- Demonstrate understanding of, and commitment to, our Māori cultural framework.</li></ul>   |
| <b>Team and Individual Performance</b>                | <ul style="list-style-type: none"><li>- Participate in the development and operation of projects that include team members and others</li><li>- Identify personal training/developmental needs.</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>- Perform any other duties as needed by Oranga Tamariki</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

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| <b>Internal</b> | <ul style="list-style-type: none"><li>- Manager</li><li>- Team members</li><li>- Other administration staff within Oranga Tamariki</li></ul> |
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| <b>External</b> | <ul style="list-style-type: none"><li>- Oranga Tamariki staff</li><li>- Service providers</li><li>- Suppliers and contractors</li><li>- Other government agencies</li><li>- Key stakeholders</li></ul> |
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## QUALIFICATIONS & EXPERIENCE

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| <b>Qualification</b> | <ul style="list-style-type: none"><li>- Relevant experience is required</li></ul> |
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| <b>Knowledge and Experience</b> | <ul style="list-style-type: none"><li>- Demonstrated experience in providing high-level administrative and secretarial support activities, preferably within a large public or private sector organisation</li><li>- Excellent knowledge of administrative processes, systems and technology</li><li>- Advanced level of technical proficiency in the Microsoft office suite of applications, specifically Word, Excel and PowerPoint and also including research tools (internet and database use)</li><li>- An intermediate to advanced typing speed, with experience in creating PowerPoint presentations and Excel spreadsheets</li><li>- The ability to effectively prioritise and schedule work to meet competing deadlines and maintain the quality of services delivered</li><li>- Excellent attention to detail</li><li>- The ability to mix professionally and build effective relationships at all levels both within the Ministry and with outside agencies and clients</li><li>- The ability to work in a team environment, be adaptable and cope with continuing change</li><li>- Demonstrable initiative in addressing issues and problems arising in the role</li></ul> |
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| <b>Skills</b> | <ul style="list-style-type: none"><li>- Excellent verbal, written and interpersonal communication skills</li><li>- Calm professional demeanour, with the ability to maintain performance under stress</li><li>- Effective organisation, planning and time management skills</li><li>- Ability to manage sensitive and confidential information in an appropriate manner</li><li>- Builds and maintains rapport with others based on their own integrity and honesty, has the ability to collaborate with others, across the spectrum of Ministry functions, to achieve mutually agreed goals</li><li>- Works to resolve problems, conflicts or differences by finding areas of agreement that benefit the organisation and individuals</li></ul> |
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## IN-CONFIDENCE

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- Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.
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