

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



Title:	Team Administrator – Children’s Team
Group:	Services for Children and Families South
Reports to:	Support Manager
Location:	As specified
Direct Reports:	Nil
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’re introducing 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 this role is to provide a high level of effective and confidential administrative support to the Support Manager and the assigned managers and teams across the Children's Team.

The Team Administrator has a primary reporting line to the Support Manager. However, it is expected that from time to time this position will be required to support other areas.

KEY ACCOUNTABILITIES

Key Result area	Key Accountabilities
Management support	<ul style="list-style-type: none">- Ensure a high level of support service is provided to the Children's Team- Arrange appointments and travel arrangements- Maintain diaries for managers and staff as required- Bring urgent issues to the attention of the appropriate manager/staff member- Maintain confidentiality of documentation and information as required and as appropriate.
Secretariat support	<ul style="list-style-type: none">- Provide secretariat and administrative services to Steering Groups as required including co-ordinating meetings (scheduling meetings, organising resources, making travel arrangements, producing agendas, photocopying and delivering papers, attending meetings and taking minutes as required).
Team administrative support	<ul style="list-style-type: none">- Provide administrative support services in a timely and accurate manner- Set up and maintain effective electronic and paper filing systems and procedures, and develop new systems as required to ensure quick access to information- Provide photocopying services, collation and distribution of papers as necessary- Book venues for meetings, workshops and focus groups - arrange catering and necessary resources- Arrange and update travel arrangements for managers and staff if required- Ensure that all office equipment is operational and all photocopiers, faxes and printers are supplied with sufficient stocks of paper and toner- Ensure office supplies, equipment and stationery are purchased and available as required- Undertake one-off projects, compile and process data for the project manager or project team where required.
Administration services systems and procedures	<ul style="list-style-type: none">- Participate in administrative development and maintenance, including improvements of administrative support standards for systems and internal procedures for the Children's Team

Key Result area	Key Accountabilities
	<ul style="list-style-type: none"> - Coordinate with and assist other administrative support staff such that best practice is shared and overload situations can be managed efficiently - Operate all systems and procedures in such a manner as to meet Ministry requirements.
Word processing and presentation production	<ul style="list-style-type: none"> - Provision of a high standard of desk-top design services (to include word processing, production of spreadsheets and presentation material) to support the efficient functioning of the team - Respond to and compose letters and memoranda where required - Assist with the production of ad hoc reports - Format reports and other material in accordance with the Oranga Tamariki style guide as required - Ensure that all documentation and correspondence meets business standards and complies with the Oranga Tamariki style guide - Maintain confidentiality of documentation and information as required and as appropriate.
Account/financial administrative support	<ul style="list-style-type: none"> - Provide financial/budgeting administrative support to managers, where requested - Input requisitions into the Oranga Tamariki purchasing system (KEA) when required - Prepare invoices for payment by the manager, when required - Ensure that receipts for personal expenses are accurately collated, recorded and submitted to the appropriate sources for reimbursement.
Facilities services	<ul style="list-style-type: none"> - Ensure the provision of a high quality service to visitors and staff - Ensure all meeting and utility rooms are maintained and replenished weekly as required - Co-ordinate despatch and collection of courier packages for their respective teams as required - Deliver documents or packages to other areas of the Ministry as and when required.
Event, seminar and conference planning support	<ul style="list-style-type: none"> - Assist in the organisation, management and delivery of events, seminars and conferences, including finding venues, catering and travel/accommodation requirements.
Team and individual performance	<ul style="list-style-type: none"> - Participate in the development and operation of projects that include team members and others - Contribute in a positive way to the team, with a 'can-do' attitude and working with others to assist them achieve their targets - Identify personal needs and personal training/developmental needs.

Key Result area	Key Accountabilities
Being part of the Oranga Tamariki team	<ul style="list-style-type: none"> - Actively and positively participate as a member of the team - Proactively look for opportunities to improve the operations of Oranga Tamariki - Perform any other duties as needed by Oranga Tamariki - Comply with and support all health and safety policies, guidelines and initiatives - Ensure all incidents, injuries and near misses are reported into our H&S reporting tool - Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known - Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct - Commitment to the Treaty of Waitangi and respect and incorporate these into your work.

KEY RELATIONSHIPS

Internal	<ul style="list-style-type: none"> - Support Manager - Children’s Team management and staff - Oranga Tamariki staff
External	<ul style="list-style-type: none"> - Local government/community/iwi groups and providers - Senior executives and representatives of social sector agencies, government departments and Crown entities, NGO/community organisations - Client service organisations, including equipment and catering suppliers - Other Government departments and social sector agencies - Other organisations/agencies/people as required.

QUALIFICATIONS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> - A clean, current driver’s licence is essential.
Other requirements	<ul style="list-style-type: none"> - Willing to travel to fulfil job requirements - Is prepared to drive the Ministry’s vehicles if required.
Knowledge and Experience	<ul style="list-style-type: none"> - Demonstrated experience in providing high-level administration and secretarial support activities, preferably within a large public or private sector organisation - Excellent knowledge of administrative processes, systems and technology - 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) - An intermediate to advanced typing speed, with experience in

creating PowerPoint presentations and Excel spreadsheets

- The ability to effectively prioritise and schedule work to meet (sometimes multiple managers') competing deadlines and maintain the quality of services delivered
- Excellent attention to detail
- The ability to mix professionally and build effective relationships at all levels both within the Ministry and with outside agencies and clients
- The ability to work in a team environment, be adaptable and cope with continuing change
- Demonstrate initiative in addressing issues and problems arising in the role
- A good understanding of the workings of central Government - the role of Parliament, Ministers and public service agencies is preferable.

Skills

- Excellent verbal, written and interpersonal communication skills
- Calm professional demeanour, with the ability to maintain performance under stress
- Effective organisation, planning and time management skills
- Ability to manage sensitive and confidential information in an appropriate manner
- 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
- Works to resolve problems, conflicts or differences by finding areas of agreement that benefit the organisation and individuals
- Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture.

POSITION COMPETENCIES

Competency	Description of success profile behaviour
1. Client Focus The desire and willingness to understand and meet or exceed client expectations. Clients are those groups or individuals, internal or external, who use MVCOT's services.	<ul style="list-style-type: none">- Delivers superior service to clients- Understands, empathises with, and identifies the needs, concerns and priorities of clients and ensures that services are delivered to take account of these- Takes professional responsibility for correcting client service problems and/or "championing" client issues- Corrects problems promptly, without getting defensive- Attempts to give added value to the client- Actively supports the interests of the client by making choices and setting priorities to meet their needs.

Competency	Description of success profile behaviour
<p>2. Planning and Organisation</p> <p>The ability to identify objectives and develop effective action plans to achieve them. This may include using sound personal organisation disciplines, a methodical and systematic approach towards planning workloads and using project management skills.</p>	<ul style="list-style-type: none"> - Manages resources so that priority tasks are achieved - Reviews and adjusts priorities as circumstances change - Communicates what needs to be done to all who need to be involved - Sets realistic timetables and monitors progress against targets - Introduces straightforward systems and monitors their use.
<p>3. Communication</p> <p>The ability to clearly convey thoughts and ideas effectively. This may include listening, interpreting, formulating and delivering: verbal, non-verbal, written, and/or electronic messages.</p>	<ul style="list-style-type: none"> - Communicates clearly, concisely, confidently, courteously, calmly and tactfully - Listens and understands - Shares information in an open and honest way - Demonstrates basic written and oral skills, including telephone skills and ability to use email - Takes clear and accurate messages - Records/inputs information accurately and collates information appropriately - Produces accurate basic letters, following a standard formal.
<p>4. Technical Skills and Knowledge</p> <p>Demonstrates specialist or technical knowledge and skills within one's functional area (e.g. Administration, Finance etc.).</p>	<ul style="list-style-type: none"> - Uses technical knowledge appropriately - Possesses the technical skills and knowledge required to effectively deal with more complex or unusual tasks or problems - Independently performs most work activities - Provides informed advice - Keeps up to date with current issues and trends.
<p>5. Results Oriented</p> <p>The ability to take personal responsibility for the delivery of results. This includes delivering required results consistently and successfully, exhibiting appropriate initiative and persistence, and focusing on work that is of high quality.</p>	<ul style="list-style-type: none"> - Is clear about own objectives - Achieves planned results on time and to agreed standard - Understands and accepts responsibility for own performance goals and productivity - Deals with both difficult tasks and routine aspects of job; does not procrastinate.

Competency	Description of success profile behaviour
<p>6. Information Gathering</p> <p>The ability to collect and manage information relevant to an issue through a variety of methods. This includes research, networking with others, observation, computer databases and sharing knowledge and information with others.</p>	<ul style="list-style-type: none"> - Identifies and locates appropriate sources of information for routine situations - Finds out the key facts from people involved in situations - Gathers pertinent information from external sources - Uses readily available information, or consults others who can get it.
<p>7. Relationship Management</p> <p>The ability to interact with and develop effective working relationships with a wide range of people of different types and in different situations.</p>	<ul style="list-style-type: none"> - Builds good rapport with people at all levels - Actively seeks opportunities to contribute to positive outcomes for clients, stakeholders, staff and colleagues - Approaches issues or disagreements with the objective of reaching win/win solutions - Develops relationship with the intent of achieving effective delivery or relevant services.
<p>8. Teamwork</p> <p>The ability and willingness to work with others co-operatively and productively in order to achieve group objectives. This may include informal work groups, advisory groups or committees and project teams.</p>	<ul style="list-style-type: none"> - Contributes positively by actively sharing information and listening and accepting other's points of view - Shares the workload with others and contributes by being prepared and completing assigned tasks - Maintains a positive outlook and shows flexibility to new approaches and ideas - Is willing to learn from others at all levels - Promotes team co-operation.

Desirable Competencies

Competency	Description of success profile behaviour
<p>1. Change Orientation</p> <p>The ability to think about a situation, issue or process in new or varying ways and to generate new ideas. This includes the willingness to seek out and implement better ways of doing things and to embrace change.</p>	<ul style="list-style-type: none"> - Is open to new and better ways to do things - Is positive about changes that may lead to improvements - Keeps one's emotions under control when facing a situation that requires adaptability - Is prepared to take responsibility for implementing ideas for improvement within one's own work area - Readily contributes new ideas.
<p>2. Problem Solving and Judgement</p> <p>The ability to apply an objective, logical reasoning process to a problem or work situation in order to develop a conclusion or recommendation.</p>	<ul style="list-style-type: none"> - Sees the relationship between components of a problem or situation; recognises cause and effect relationships ("If this, then that" thinking) - Produces practical, workable solutions - Knows when to refer upwards, with appropriate recommendations.

Competency	Description of success profile behaviour
<p>3. Cultural Responsiveness</p> <p>The ability and desire to show cultural sensitivity, awareness and understanding of diversity. This includes reinforcing culturally sensitive behaviour, being responsive to Maori and other cultural groups, effectively relating to clients from diverse cultural backgrounds, fostering a culturally safe working environment for staff.</p>	<ul style="list-style-type: none"> - Knows how to address issues that impact on clients, employees, stakeholders and communities from different cultural backgrounds - Provides services to clients with sensitivity, understanding, and respect for the client’s culture - Works in ways that enhance consultative relationships with different cultural groups and acts on opportunities to engage with them.
<p>4. Integrity</p> <p>The ability to maintain, confidences and trust, and to act in an honest, ethical and professional manner.</p>	<ul style="list-style-type: none"> - Takes action based on a clearly stated set of values, even if such action might disadvantage oneself - Does not lie to cover up disadvantageous facts - Challenges or confronts abuse of power.
<p>5. Self-Development</p> <p>The ability and desire to take ownership of one’s development and to proactively pursue opportunities to learn and develop.</p>	<ul style="list-style-type: none"> - Learning is focused on current role, but also on career development - Designs a personal action plan to address own issues constructively and understand the most appropriate learning style for self - Uses a range of sources to develop own knowledge and skills - Seeks feedback from others with the intent of self-improvement.