

position description



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Position:	Administration Officer
Children's Worker	No
Location:	Various
Business Unit:	Client Service Delivery / Client Service Support
Group:	Service Delivery
Reporting to:	Service Centre Manager / Service Manager
Issue Date:	-
Delegated Authority:	Nil
Staff Responsibility:	Nil

Our Role

The Ministry of Social Development (MSD) is the lead agency for the social sector. We help the Government to set priorities across the sector, co-ordinate the actions of other social sector agencies and track changes in the social wellbeing of New Zealanders.

The Ministry provides policy advice, and delivers social services and assistance to young people, working age people, older people, and families, whānau and communities. We work directly with New Zealanders of all ages to improve their social wellbeing.

We serve over a million people, working out of more than 160 centres around the country. It is likely that every New Zealander will come into contact with the Ministry at some point in their life.

Our work, together with our social sector partners, is essential to achieving a sustainable and prosperous future, where all New Zealanders are able to take responsibility for themselves, be successful in their lives and participate in their communities.

Our Purpose

We help New Zealanders to be safe, strong and independent.
Manaaki Tangata, Manaaki Whānau.

Our Principles

MSD people: All own what we all do | Take responsibility for what we do | Understand our role in the big picture, who can help us and who we can help | Navigate through ambiguity and the opportunity it brings to create better ways of doing things | Act with integrity, courage and transparency | Celebrate our achievements and those of our clients.

Position Description Approved By:

Deputy Chief Executive, Service Delivery

Date:/...../.....

Group

We work together to make a difference for New Zealanders. Whether that's helping someone get sorted financially so they can study, supporting someone into work, ensuring support is there for someone who can't work, helping one of our seniors by granting their entitlement to New Zealand Superannuation, or giving New Zealanders confidence that the system they fund is being used by people in genuine need.

We do this through five key groups: Client Experience and Service Design, Client Service Delivery, Client Service Support, Community Partnerships & Programmes, and Strategy & Change. Whatever part of Service Delivery we work in, we have a role in delivering services and making a difference for more than a million clients.

Business Unit

Client Service Delivery is responsible for the delivery of services to all clients and client experience through all services channels (face to face, phone and digital).

Client Service Support provides a range of support services to Service Delivery front line staff and clients. As part of the client service value chain, Client Service Support provides transactional processing and exception management services. As the 'owners' of the end to end processes that support MSD's client experience that are always looking for a smarter way. This includes a robust 'learning loop system' which uses the voice of the client to support staff in improving client service. In addition to supporting the systems and channels which are fundamental to providing services to New Zealanders Client Service Support manages debt owed to MSD and the crown through effective fraud prevention and collection activities.

Purpose of the Position

Deliver a comprehensive, quality secretarial and administration service to enable site managers and colleagues to fulfil their roles with increased efficiency.

To provide professional administrative support critical to the day to day and long-term successful operation of MSD's sites enabling high quality service delivery to our clients.

Working Relationships

Internal:

- Service Delivery management and employees
- Other MSD business units

External:

- Suppliers, contractors, building landlords

Key Accountabilities

Key Result Area	Accountabilities
Secretarial Support	<ul style="list-style-type: none"> • Coordinate and book meetings, prepare meeting agendas and organise catering and equipment when needed. Take meeting minutes if requested and distribute to attendees • Coordinate travel arrangements for the site manager and employees to support operational requirements and enable managers to undertake their roles effectively.
Administration Support	<ul style="list-style-type: none"> • Facilitate the maintenance and repairs of the premises and office equipment by submitting and monitoring service requests and coordinating arrangements with contractors to ensure a safe, efficient work environment • Maintain efficient administrative systems and processes and develop new practices as required to ensure the site can operate effectively • Coordinate access cards for all onsite staff and visitors and maintain the access register in line with required security standards to keep staff and clients safe • Order supplies and consumables in MSD systems for the site and raise requisitions as required for the budget manager's approval and authorisation. Replenish and distribute supplies to ensure stocks are well maintained • Ensure the goods and services received match requisitions and follow the appropriate process to rectify any errors identified, obtaining credit from the supplier or contractor where necessary • Administer incoming correspondence; check that client documentation meets MSD requirements distribute or scan to client records recording any anomalies and assign to the appropriate work queue to support operational performance • Administer outgoing correspondence, sort and prepare within agreed timeframes for courier pick up so that information is sent promptly • Securely store required documents on site for the appropriate time and request the lodgement of physical files with the secure storage supplier so that the privacy of personal information is maintained, and the site is kept clear. Request the retrieval of physical files when necessary to obtain historical information for investigation or review • Perform a range of administrative activities to support the site, these may include; <ul style="list-style-type: none"> - assist or administer Privacy Act and Official Information Act requests - photocopying, printing, collating, laminating and/or binding of documents.
Finance Support	<ul style="list-style-type: none"> • Monitor and update all site invoices in MSD financial systems so that the budget manager can authorise payment in a timely manner.
Human Resources Support	<ul style="list-style-type: none"> • Enter overtime in MSD payroll system when required to ensure data is entered correctly and employee records are accurate.
Fleet Management	<ul style="list-style-type: none"> • Monitor the location of MSD vehicles overnight for Fringe Benefit Tax vehicle exemption purposes and complete and submit the exemption declaration forms quarterly to the national fleet team to

	<p>ensure necessary information is received promptly</p> <ul style="list-style-type: none"> • Co-ordinate the servicing, repairs, warrant of fitness, registration and grooming of site MSD vehicles in accordance with the manufacturer's instructions so that all vehicles are safe for use • Monitor vehicle running sheets and reconcile associated accounts each month and investigate any anomalies, escalating issues appropriately • Administer the vehicle pool booking system for the site to ensure vehicles are available when needed.
Reporting and Internal Controls	<ul style="list-style-type: none"> • Complete the appropriate internal control checks within agreed timeframes to ensure site compliance • Maintain all relevant registers on site to ensure information is up-to-date and site is compliant.
Knowledge	<ul style="list-style-type: none"> • Maintain up to date knowledge of MSD's strategic direction, relevant policy and practice, business standards and systems.
Communication	<ul style="list-style-type: none"> • Communicate with community representatives, panel members and clients and/or agents to arrange hearings, and coordinate dates and meeting rooms and copy, collate and forward reports to participants.
Relationship Management	<ul style="list-style-type: none"> • Develop and maintain collaborative relationships with internal and external stakeholders, to ensure the effective sharing and flow of information to provide an efficient administrative service • Collaborate with other administration staff as necessary to form a cohesive administrative support function which enables effective operations.
Information Management and Client Privacy	<ul style="list-style-type: none"> • Maintain complete, concise and up-to-date client record information in business systems to inform effective decision making that supports the client and ensures a consistent client experience across delivery channels • Ensure client and employee information is stored securely and only disclosed to those with appropriate authority to protect privacy and confidentiality.
Safe and Healthy	<ul style="list-style-type: none"> • Provide administrative assistance to the Health and Safety Committee to support the completion of critical activities on site • Collate the required information when scheduled to complete the site business continuity plan and site safety plan templates, monitor and update as necessary ensuring relevant stakeholders are made aware of any amendments • Understand and adhere to MSD health, safety and security (HSS) policies and procedures • Implement HSS accountabilities at work to keep themselves, colleagues, clients and others safe and well.

Focused Accountabilities

This section outlines specific business focus areas and additional key accountabilities.

Fraud Services Safe and Healthy	<ul style="list-style-type: none">• Adhere to and monitor MSD offsite safety procedures to ensure the safety of employees.
Service Centre Administration Support	<ul style="list-style-type: none">• Administer and maintain the MSD Payment Card Allocation Tool to track the cards being distributed to staff members in the site for audit purposes• Assist with the administration of the appointment booking tool, engaging with clients as necessary to support operational requirements and site service delivery.
Service Centre and Regional Office Administration Support	<ul style="list-style-type: none">• Maintain promotional displays and information about products and services, to ensure MSD is presented professionally and the community is made aware of the assistance available to them.
Regional Office and Centralised Services Administration Support	<ul style="list-style-type: none">• Provide reception service for the site, greet all visitors and ensure they sign in via the visitor register in line with MSD's security standards.

Knowledge, Sills, Abilities

- Proficient in using Microsoft Office Suite and knowledge of business support systems
- Time management – ability to prioritise work, often within tight timeframes and under pressure
- Highly organised - approaches tasks and situations pragmatically and efficiently
- Excellent written and oral communication skills – able to communicate clearly and concisely across multiple channels
- Excellent attention to detail - ability to achieve thoroughness and accuracy when accomplishing tasks
- Exercises sound judgement and discretion – able to assess individual situations or circumstances to make quality judgements and decisions
- Flexible, adaptable and pragmatic – ability to adapt to a busy and changing environment and take the initiative
- Relationship management skills – able to develop and maintain effective working relationships with internal and external stakeholders
- Resilient and able to stay calm under pressure
- Utilises effective problem-solving approaches
- Willingly shares knowledge and actively contributes to a supportive environment based on co-operation and commitment to achieve goals.

Additional Requirements:

- Recognises and understands the Ministry's obligations under the principles of Te Tiriti o Waitangi, when considering the circumstances and issues facing Māori and others in the communities the Ministry works with
- Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected
- Holds current drivers license.

Service Delivery Behaviours**Hononga: Connecting to the why**

To connect physically, socially and spiritually, we connect everything we do to why we're doing it and the picture of the future – to help people understand where we're going and why.

Manaakitanga: Looking after each other

Support, honest, trust, inclusion, kindness, generosity - the process of showing respect and care for others. Care for a person's mana (well-being, in a holistic sense). Building and nurturing a supportive and caring environment.

Whakawhanaungatanga: Building relationships

The process of getting to know one other, establishing relationships and relating well to others. Creating a relationship through shared experiences and working together to provide a sense of belonging. The ability to recognise strengths within a team and as individuals, working collaboratively and collectively.

Kotahitanga: Working as one

Unity, togetherness, solidarity, collective action. A collaborative response towards a commonly held vision, goal or other such purpose or outcome.

Whakanui: Celebration

To celebrate, honour by unity, togetherness, solidarity, collective action.