position description

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| **Position:** | Administration Support Officer |
| **Location:** | Wellington |
| **Business Unit:** | Centralised Services |
| **Group:** | Service Delivery |
| **Reporting to:** | Manager Centralised Services |
| **Issue Date:** | April 2015 |
| **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 children and 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 250 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 help themselves to be safe, strong and independent.

Ko ta mātou he whakamana tangata kia tū haumaru, kia tū kaha, kia tū motuhake.

 **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:**

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Deputy Chief Executive, Service Delivery

**Service Delivery**

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 three key groups; *Regional Service Delivery*, our frontline centres delivering face-to-face services across 11 regions, *Contact Centre Services* providing client services by phone, and *Centralised Services -* specialist teams managing processing of support and entitlements.

These three groups are supported by a number of teams, providing operational support, service development, learning and development, analytics and workflow management and engagement expertise.

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.

**Purpose of the Position:**

The role of the Administration Support Officer is to deliver high quality secretarial and administrative support to managers and the team. This includes leave management and general secretarial duties including taking minutes, arranging meetings and collating information.

**Working Relationships**

**Internal:**

* Manager Centralised Services
* Centralised Services managers and staff
* Other staff within the Ministry of Social Development
* NAC and Payroll

**External:**

* Other Government Departments/Agencies as appropriate
* Non-Government /Community organisations

**Key Accountabilities:**

| **Key Result Area** | **Accountabilities** |
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| **Administrative Support** | * Provide a comprehensive support service to Centralised Services management and staff including:
	+ Setting up meetings and booking venues, arrange catering and other associated activities
	+ Coordinating and updating travel arrangements as required
	+ Attending meetings and taking of minutes
	+ Preparation of agendas
	+ Distribution of agendas and follow up on action items
	+ Maintaining records
	+ Compiling statistics and information
	+ Preparing communications and other documentation as required
	+ Participating in post implementation reviews.
	+ Maintain confidentiality of documentation and information as appropriate
	+ Contribute ideas for improvement of systems or processes
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| **Human Resources** | * Ensures all Human resource policies and procedures are appropriately managed including the inputting of leave and pay information.
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| **Networking/ relationship management** | * Identifies , establishes and maintains relevant relationships with internal and external stakeholders
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| **Reporting and internal controls** | * Generate reports monthly as requested.
* Contributes to the completion of internal control and other audit checks
* Collates information and reports on incidents and issues, e.g. Organisational Health and Safety
* Reports on premises maintenance, security and health and safety
* Compiles information for business continuity plan and staff secure plan
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| **Technical/Professional Knowledge and Experience*** Proven record in establishing and maintaining effective working relationships
* Demonstrated experience in providing administration support
* Advanced level of technical computer knowledge especially in using MS Office projects
* Excellent communication skills both written and oral
* High level of organisation and time management skills
* Knowledge of MSD products and services preferable.

**Attributes/Success Factors*** Strong relationship management and engagement skills – able to establish, build and maintain relationships with a variety of stakeholders
* Exercises sound judgement and ability to exercise initiative
* Highly effective communication skills – able to communicate effectively at all levels to achieve understanding, commitment and agreed outcomes
* Flexible, adaptable and pragmatic
* Excellent planning and organising skills
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected.

**Other Requirements*** Willing to travel to fulfil job requirements
* Holds current drivers licence and is prepared to drive the Ministry’s vehicles if required.
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