**Position:** Claims Administrator

**Children’s Worker** No

**Location:** National Office, Wellington

**Business Unit:** Historic Claims

**Group:** Corporate Solutions

**Reporting to:** Team Leader Administration

**Issue Date:** September 2018

**Delegated Authority:** No

**Staff Responsibility:** No

**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, Corporate Solutions

**Group**

The Corporate Solutions group consists of functions in the areas of human resources, finance, information technology, property and facilities, health, safety and security, legal advice, information security, privacy, risk management and assurance. The group also accredits social service providers and resolves historical claims.

The group provide advice and services to MSD, Oranga Tamariki and the Social Investment Agency.

**Business Unit**

The team works with claimants through an alternative dispute resolution process to help them understand their past experience in care. We acknowledge and recognise harm done, and take steps to put this right. We also provide Oranga Tamariki and other care providers with information about what has occurred in the past to help ensure claimants’ experiences do not happen to others. A key focus of the team is continual improvement based on feedback from all parts of the system to ensure we deliver the best possible outcomes for claimants, and that they encounter mana manaaki whenever they come into contact with us.

**Purpose of the Position:**

The primary purpose of the Claims Administrator is to provide efficient, high quality administrative support to the Historic Claims team. This includes identifying, recalling and digitising claimant files, supporting proof reading and memo drafting and other administrative support duties such as managing travel arrangements required to deliver an efficient service to claimants.

The Claims Administrators work closely with the wider Information Coordination and Administration team providing support and assistance to the work of the Information Coordinators during periods of high demand.

The Claims Administrator also identifies opportunities for continual improvement and develops recommendations to the Team Leader Administration in developing and maintaining efficient and effective policies and processes.

**Working Relationships**

**Internal:**

* Historic Claims team managers and staff
* MSD Legal Services
* Offices of the Deputy Chief Executives
* Other MSD employees

**External:**

* Claimants
* Other government agencies
* Non-government organisations
* Members of the public
* Lawyers and advocates

**Key Accountabilities**

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| **Key Result Area** | **Accountabilities** |
| **Administrative and Records Support** | * Assist Team Leader Administration with administrative requirements regarding records
* Set up and maintains effective electronic and paper filing systems and procedures develop new systems as required enabling quick access to information and maintaining databases
* Operate all systems and procedures in such a manner as to meet Ministry requirements
* Manage all aspects of file and archive movements and storage ensuring MSD, physical storage providers and Archives NZ record management standards are complied with
* Maintain confidentiality of documentation and information as required and as appropriate
* Manage the Historic Claims team’s internal/external correspondence
* Requisition goods and services through KEA, reconciling accounts for payment/signature and other financial management functions
* Process invoices and maintain financial records
* Support the Team Leader Administration in managing team assets
* Ensure that all administration enquires are managed and responded to in a timely way, in accordance with quality standards
* Build and maintain networks with key internal and external stakeholders as appropriate
* Contribute ideas for improvement to systems and process simplification to effectively deliver administrative support services
* Manage travel arrangements for the Historic Claims team
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| **Secretariat Support** | * Provide efficient, timely and accurate administrative, secretarial and support services for the Historic Claims team as required
* Co-ordinate logging and tracking of Ministerial and Chief Executive correspondence, word processing, presentation materials, spreadsheets, filing, photocopying and other document processing as may be necessary to support the efficient functioning of the group
* Co-ordinate meetings, scheduling, arranging resources, produce agendas, collate papers, arrange catering and venues as required
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| **Information Management and System Development** | * Maintain accurate Historic Claims databases and information framework
* Manage the searching of documents and files in Ministry and Oranga Tamariki’s information management systems.
* Implement and manage internal systems to ensure up to date maintenance of all records management databases
* Answer queries about information databases enabling the team to use the systems more efficiently and effectively
* Support team members on the use of records management systems and various applications
* Contribute ideas for improvement to systems and process simplification to effectively deliver administrative support services
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| **Efficient and Effective Resolution of Historic Claims** | * Support the development and implementation of plans that support the Historic Claims team to resolve claims in a manner that is mana manaaki (a positive experience every time)
* Identify opportunities to partner with others to deliver a better service for claimants
* Identify on-going improvements to processes and practices to achieve better outcomes for claimants
* Promote a focus on claimants’ needs whilst balancing this with strategy, best practice, ensuring that the Ministry is complying with legislative and policy requirements
* Work collaboratively and effectively with other Historic Claims team members to provide a seamless service across the Historic Claims team, identifying weaknesses where possible
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| **Building Māori Capability and Responsiveness** | * Provide a culturally responsive service to claimants and their whānau, hapu and iwi
* Work in partnership with iwi, hapu and whānau as appropriate
* Have a demonstrated understanding of tikanga Māori and te reo Māori
* Contribute to the promotion of the principles of Treaty of Waitangi and the involvement of Maori within the decision making process
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| **Safe and Healthy** | * 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
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#### Technical/Professional Knowledge and Experience

* Experience in providing high-level administration activities or secretarial support
* Advanced level of word processing, computer and keyboard skills, including knowledge of excel, email, electronic diary management, internet, graphics, presentation and/or desktop publishing packages are desirable
* Expert knowledge of TRIM and a working knowledge of CYRAS is desirable
* Good understanding of how IT processes and systems support operations
* Experience working with electronic document management systems

**Attributes/Success Factors**

* Strong ability to understand the client's needs and respond accordingly
* Demonstrated experienced of anticipating and resolving problems making decisions based on sound risk management analysis
* Ability to resolve problems and make decisions with limited information
* The ability to assess complex information and present a clear and succinct analysis of it both in oral and written form
* Exemplary standard of written and oral communication
* First class advisory skills
* The ability to identify a wide range of possible information sources, critique that information and collate it into a comprehensive and meaningful summary
* Well-developed interpersonal skills
* Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected
* Ability to demonstrate empathy, and understand client needs, concerns and priorities