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| Financial Services Administrator Commerical Operations | | | | | |
| Our purpose **Manaaki tangata, Manaaki whanau** We help New Zealanders to be safe, strong and independent | | | | | |
| Our commitment to Māori As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori,  whānau, hapū, Iwi and communities to realise their own potential and aspirations. | | | | | |
| ****Our strategic direction**** | | | | | |
| **Mana manaaki** A positive experience  every time | | **Kotahitanga** Partnering for greater impact | | **Kia takatū tātou** Supporting long-term social and economic development | |
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| ****Our Values**** | | | | | |
| **Manaaki** We care about the wellbeing of people | **Whānau** We are inclusive and build belonging | | **Mahi tahi**  We work together, making a difference for communities | | **Tika me te pono** We do the right thing, with integrity |
| ****Working in the Public Service**** Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.  In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work. | | | | | |
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| The outcomes we want to achieve | | | | | |
| New Zealanders get the support they require | | New Zealanders are resilient and live in inclusive and supportive communities | | New Zealanders participate positively in society and reach their potential | |
| We carry out a broad range of responsibilities and functions including | | | | | |
| * Employment, income support and superannuation * Community partnerships, programmes  and campaigns * Advocacy for seniors, disabled people  and youth | | | * Public housing assistance and emergency housing * Resolving claims of abuse and neglect in  state care * Student allowances and loans | | |
| ****He Whakataukī\***** | | | | | |
| Unuhia te rito o te harakeke Kei hea te kōmako e kō? Whakatairangitia, rere ki uta, rere ki tai; Ui mai ki ahau, He aha te mea nui o te ao? Māku e kī atu, He tangata, he tangata, he tangata\* | | | If you remove the central shoot of the flaxbush Where will the bellbird find rest? Will it fly inland, fly out to sea, or fly aimlessly; If you were to ask me, What is the most important thing in the world? I will tell you, It is people, it is people, it is people | | |
| **\*** We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī | | | | | |

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| Position detail Overview of position  Provide timely and accurate financial services to customers to ensure they receive the goods and services required to deliver client outcomes.  Location  National Office, Rotorua  Reports to  Team Manager Key responsibilities **Processing**   * Process financial transactions into MSD systems to ensure payments are managed efficiently * Process and update financial information into databases so that audit requirements are met and the data is constantly up to date in order to deliver accurate information, reporting and payments to stakeholders   **Communication and Engagement**   * Listen empathetically, gather information from customers and clarify the exact nature of their problem or request to ensure the needs of the customer are understood and can be met * Engage with customers to review information provided or request further information so that a financial transaction can be processed * Engage with stakeholders so that they understand the rationale for decisions made and are afforded the opportunity to provide any further information that needs to be considered.   **Advisory Support**   * Provide expert operational financial advice and accurate information to customers and other stakeholders, so they understand and are aware of the support and assistance available to them. This will enable the most appropriate service and solution to be offered to them.   **Relationship Management**   * Work collaboratively and constructively with customers and other stakeholders to ensure that their business needs are met * Build and maintain collaborative relationships internally and externally to ensure effective sharing and flow of information.   **Risk Assessment**   * Assess and evaluate information received to identify risks, problems and opportunities so that the appropriate decision is made and the correct action can be taken * Undertake quality assurance, risk analysis and internal checking of financial services to ensure that risks are actively managed and the quality of work produced is assured.   **Financial Systems, Policies, Procedures and Reporting**   * Actively manage the operational delivery of all Government contracts that the Ministry participates in where required, including compliance with contracts and issues identification to ensure an operational finance service is delivered. * Manage Ministry assets as required to enable the effective, efficient and legal use of assets by our customers. * Provide statistics to internal stakeholders and assist with reporting as required to ensure there is visibility of the work that the team manages * Conduct analysis of the work completed by reporting trends and volumes, which clearly show the relationship between a range of diverse information, facts and figures to identify key areas that have issues and opportunities so that there is visibility of areas that need to be improved  Embedding Te Ao Māori  * Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD. * Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.  Health, Safety and Security  * Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework * Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures |
| Know-how  * An advanced level of numeracy and literacy skills * Experience in using financial management systems * An advanced level of computer literacy and key board skills, including using Microsoft applications (Word, Outlook, Excel) and experience in or ability to learn database management  Attributes  * Excellent attention to detail – ensures all aspects of a job are completed no matter how small; accurately checks processes and tasks, able to pick up errors or omissions, keeps track of changes, and anticipates consequences of actions * Time management - Ability to prioritise work, often within tight timeframes and under pressure * Flexible, adaptable and pragmatic- ability to adapt to a busy and changing environment and take the initiative * Problem solving – Ability to analyse information to determine client entitlement, and understands context and taking an end to end view to assess impact * Exercises sound judgement – is able to assess situations or circumstances, to weigh up and assess evidence and to use accumulated wisdom and experience to draw sound conclusions and make effective decisions and apply discretion if necessary * Customer Service - ability to provide an excellent customer service, ensuring our customers consistently receive a positive experience * Excellent written and oral communication skills – able to communicate clearly, concisely and effectively, adapting communication style to the needs of the audience. * Relationship management skills – able to establish, build and maintain effective working relationships with internal and external stakeholders * Interpersonal skills – the ability to relate to people at all levels, demonstrate active listening skills, empathy and understanding * Exercises political neutrality * Welcomes and values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected  Key Relationships Internal   * National Accounting Centre staff * Managers, staff and other customers * Other members of the Finance and Procurement group, including Financial Analysts   External   * Other Government Agencies, including those receiving shared services * External agencies such as Audit NZ * Other customers, suppliers and service providers * Relevant professional bodies  Other Delegations   * Financial – No * Human Resources - No   Direct reports No  Security clearance No  Children’s worker No  Limited adhoc travel may be required |