# Disability Support Services and Ministry of Social Development, Te Manatū Whakahiato Ora

# Administrator

# Enabling Good Lives

## Our purpose

**Manaaki tangata, Manaaki whānau**

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



## Our Values



## 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.

## The outcomes we want to achieve

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| 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 and youth
* Public Housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

## **He whakataukī\***

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| --- | --- |
| Unuhia te rito o te harakekeKei 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 flaxbushWhere 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

## Position detail

### Overview of position

The primary purpose of this position is to provide a high level of effective administrative support for the Enabling Good Lives (EGL) team. This includes general administrative support to the Regional Director and wider team.

A key role is the welcoming and hosting of people who contact Enabling Good Lives and ensuring they have a positive experience.

The Administrator will also be required to participate in key projects, to support the Regional Director EGL and wider team with the delivery of the work programme, with a particular emphasis on internal and external communications.

### Location

Waikato, Mana Whaikaha/Palmerston North, Christchurch

### Reports to

The Administrator position reports to the Regional Director EGL within the EGL team. The team sits in the Disability Support Services Business Group.

The purpose of the Disability Support Services Business Group is to transform how supports are provided to disabled people and their whānau who need support to live the lives they choose.

## Key responsibilities

### Management Support Key

• Ensure a high level of support service is provided to the Regional Director and EGL team members.

• Maintain diaries, appointments and meetings for the Regional Director and staff as required.

• Bring any risks and urgent issues to the attention of the Regional Director.

• Maintain confidentiality of documentation and information as required.

• Prepare drafts of quarterly and ad hoc communications and efficiently manage the distribution of these.

### Team Administrative Support

• 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.

• Manage the participant database, ensuring accuracy and constant updating.

• Provide photocopying services, collation, and distribution of papers as necessary.

• Book venues for meetings, workshops and focus groups - arrange catering and necessary resources, coordinate events.

• Arrange and update travel arrangements for managers and staff if required.

• 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.

• Contribute to the improvement and development of administrative process, procedures, and systems.

### Enquiries

• Warmly welcome people as the first point of contact of Disability Support Services (DSS) through various channels.

• Build, develop, and maintain trusting relationships with disabled people and whānau.

• Assess and understand the nature of the enquiry and the most appropriate solution to that enquiry, ensuring the EGL principles of mana enhancing and simple and easy to use are demonstrated throughout these interactions.

### Word Processing & Presentation Production

• Provide a high standard of desk-top design services (includes word processing, production of spreadsheets and presentation material) to support the efficient functioning of the team.

• Respond to and compose letters where required.

• Assist with the production of reports as required.

• Maintain confidentiality of documentation and information as required.

### Account and Financial Administrative Support

• Input requisitions into the relevant system when required.

• Prepare invoices for payment by the Regional Director / Manager when required.

• Ensure that receipts for personal expenses are accurately collated, recorded and submitted to the appropriate sources for reimbursement.

### Event, Seminar & Conference Planning Support

• Assist in the organisation, management and delivery of events, seminars, and conferences, including finding venues, catering, travel, and accommodation requirements.

• Supports the effective functioning of the Enabling Good Lives Waikato Leadership Group, including meetings and expense claims.

### Embedding accessibility

• Embed a culture of genuine accessibility within teams where people work actively to identify and remove barriers and recognise individual strengths and needs.

## 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.

## Emergency management and business continuity

* Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

## Know-how

* Excellent knowledge of administrative processes, systems, and technology.

• Proficiency in the Microsoft office suite of applications, specifically Word, Excel, and PowerPoint, including research tools (internet and database use).

• Able to communicate information in an accessible, clear, and concise manner (including written format) appropriate to the target audiences.

• Experience in preparing internal and external communications including newsletters, Facebook, and website content.

• Ability to work in a team environment, adapt, demonstrate initiative, and cope with continuing change.

• Ability to effectively prioritise and schedule work to meet competing deadlines and maintain the quality of services delivered.

• Data entry skills.

• Excellent attention to detail.

• To undertake this role successfully the incumbent will be a disabled person, or have credibility and trust with the disability community, or have empathy and a commitment to understanding the unique and diverse experiences of disabled people

• All employees are required to comply with the Ministry’s COVID-19 vaccination policy. You are required to be fully vaccinated to be employed at the Ministry of Social Development.

## Attributes

* Highly organised – approaches tasks and situations pragmatically and efficiently
* Time management – ability to prioritise work, often within tight timeframes and under pressure
* Excellent attention to detail – ability to achieve thoroughness and accuracy when accomplishing tasks
* Flexible, adaptable and pragmatic – ability to adapt to a busy and changing environment and take the initiative
* Resilient and able to stay calm under pressure and utilise effective problem-solving approaches
* Exercises sound judgement and discretion – able to assess individual situations to make quality judgements and decisions
* Relationship management skills – able to develop and maintain effective working relationships
* Interpersonal skills – ability to relate to people at all levels and demonstrate active listening skills
* Excellent communication skills – able to communicate clearly and concisely across multiple channels
* Willingly shares knowledge and actively contributes to a supportive environment based on co-operation and commitment to achieve goals
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* Manager or Regional Director EGL
* Other Administrators and staff in the team and region
* Other staff in the DSS Business Group

### External

* Disabled adults and children, and tāngata whaikaha Māori
* Families of disabled children, young adults and adults
* Disability sector partners including disabled people’s organisations, informal networks and disability service providers
* Colleagues in the Ministry of Social Development and other participating agencies in the local community
* Wider disability networks and community in the local area.

## Other

### Delegations

* Financial – No
* Human Resources - No

### Direct reports - No

### Security clearance - No

### Children’s worker - No

Limited ad hoc travel may be required.

**Position Description Updated:** October 2025