# Ministry of Social Development logo

# Team Administrator

# Disability Support Services

## 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, 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\***

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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 the position is to provide efficient and high-quality administrative support to the Disability Support Services group including project administration and coordinating a variety of events and activities. The Team Administrator will provide effective administrative support to the Disability Support Services, including the New Zealand Sign Language (NZSL) Board secretariat, and will also be committed to support the work programmes that progress the rights of and opportunities for disabled people and tāngata whaikaha Māori.

### Location

Various

### Reports to

The Team Administrator position reports to the Manager, (Region). The team sits in the Disability Support Services Business Group.

## Key responsibilities

### Administrative Support

• Provide high quality administrative support services in an efficient and timely manner

• Assist with invoice processing and related activities

• Provide administrative support for projects, grants, and tasks across the team

• Adhere to and maintain team systems and procedures

• Assist in the organisation and delivery of internal meetings, workshops, conferences, and events included but not limited to finding venues, ensuring attendee accessibility requirements, organising catering, and making travel / accommodation arrangements

• Register team members for training and conferences

### Supporting team members

• Assist with maintaining team calendar

• Cover Senior Administrative tasks when required

• Assist with meeting individual accessibility needs, for example booking NZSL interpreters, managing online meetings and notetaking

### Facilities Support / Services

• Provide a high-quality service to staff and visitors

• Engage with disability sector stakeholders

• Ensure team resources are stocked and replenished

• Co-ordinate dispatch and collection of courier packages as required

• Deliver documents or packages to other areas of the Ministry as required

### Embedding accessibility

• Embedding a culture of genuine accessibility within teams where people work actively identify and remove barriers and recognizes 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

• Fluency in written English

• Demonstrated experience in providing high-level administrative support

• Strong knowledge of administrative processes, systems, and technology

• Good attention to detail

• The ability to work independently and in a team environment, be adaptable, and cope with continuing change

• Good communication skills with the ability to mix professionally and build effective relationships at all levels both within the Ministry and with outside agencies and individuals

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

• Excellent problem-solving ability with the ability to take initiative in addressing issues and problems

• Proficiency in the Microsoft office suite of applications

• Committed to understanding the Deaf community and knowledge of NZSL if not already demonstrated

• An understanding of the workings of central Government - the role of Parliament, Ministers and public service agencies is desirable but not essential

• Exercises sound judgement and sensitivity

• Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected

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

• Limited ad hoc travel may be required

## 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

* Director and Managers of the Disability Support Services business group
* Ministry Executive Assistants and other administrators
* Other groups, teams and people as required.

### External

* Other Government departments
* Non-Government Organisations / community organisations
* Client service organisations, including equipment and catering suppliers
* Members of the disability community, carers, and disability support providers
* The NZSL Board, contracted project leads and grant recipients
* Other organisations / agencies / people as required.

## 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:** April 2025