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| Support Officer Client Service Support  |  |
| Our purpose **Manaaki tangata, Manaaki whānau**We help New Zealanders to be safe, strong and independent |
| Our commitment to MāoriAs 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. |
| 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 |

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| We carry out a broad range of responsibilities and functions including

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| * 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
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| ****Our strategic direction****

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| **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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| ****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* |

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| Position detail |
| **Overview of position**To deliver quality, comprehensive administration services to enable managers and colleagues to fulfil their roles with increased efficiency and effectiveness. To provide professional administrative support crucial to the day to day and long-term successful operation of MSD sites enabling high quality service delivery to our clients.**Location**Various **Reports to** Service Manager Centralised Services  |
| Key responsibilities**Administration Services** * Provide reception service for the site, greet all visitors and ensure sign in via the visitor register in line with security standards
* Facilitate the maintenance and repairs of the premises and office equipment by submitting and monitoring service requests and coordinating arrangements with contractors and other stakeholders to ensure a safe, efficient work environment
* Order supplies and consumables for the site and raise requisitions for the budget manager's approval. Replenish and distribute supplies to ensure stocks are well maintained.
* Ensure the goods and services received match requisitions and rectify any errors identified, obtaining a credit note from the supplier or contractor where necessary
* Securely store documents to maintain the privacy of personal information and request the lodgement of physical files with the secure storage supplier. Request the retrieval of physical files to obtain historical information for investigation or review.
* Maintain effective administrative systems and processes and develop new practices as required to enable the site to operate efficiently
* Administer incoming correspondence; distribute to appropriate stakeholders or scan to client records recording any anomalies and assign to the appropriate work queue to support operational performance
* Administer outgoing correspondence, requests for hard copy applications and other information. Sort and prepare for courier pick up to ensure documentation is sent within agreed timeframes

**Finance Support** * Monitor and update all site invoices in financial systems and administer expense claim forms so that the budget manager can authorise payment promptly.

**Knowledge** * Maintain up to date knowledge of MSD’s strategic direction, relevant policy and practice, business standards and systems and a working knowledge of administrative processes and office equipment.

**Relationship Management** * Develop and maintain collaborative relationships and open communication channels with key stakeholders to facilitate the sharing of information and enhance the efficiency of the site's operations.

**Information Management and Client Privacy** * Maintain complete, concise and up-to-date client record information in business systems to inform effective decision making that supports the client and ensures a consistent client experience across delivery channels
* Ensure client information is stored securely and only disclosed to those with appropriate authority to protect privacy and confidentiality
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| Embedding Te Ao Māori  |
| * Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the status quo of MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.
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| Health, Safety and Security |
| * Manage access cards for all site employees and visitors and maintain the access register in line with required security standards to keep people safe
* Contribute to the administrative activities necessary to support the completion of critical activities on site for the Health and Safety Committee
* Conduct contractor inductions to comply with health and safety procedures
* 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
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| 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.
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| Know-how |
| * Post-secondary school occupation related education (desirable) e.g. Certificate or Diploma in Administration
* Experience providing administration services, preferably within a large organisation
* Proficient in the use of Microsoft Office Suite and knowledge of business applications and systems
* 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
* 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 written and verbal communication skills – able to communicate clearly and concisely across multiple channels
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| Attributes* 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
* 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.
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| Key Relationships  |
| **Internal**Integrity and Debt management and employees • Centralised Services management and employees • National Accounting Centre • Property and Facilities • Other MSD business units **External** * Clients and/or their representatives
* Suppliers, contractors, building landlords and service providers
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| Other  |
| **Delegations** |
| * Financial – No
* Human Resources - No

**Direct reports** - No**Security clearance -** No**Children’s worker** -No |
| Limited adhoc travel may be requiredMay require after hours work |