

POSITION DESCRIPTION

TŪRANGA MAHI



Position Title Mahi	Administration Lead	Group Kāhui	Business and Innovation
Reports To Rangatira	Business and Innovation Manager	Location Taunga Mahi	Tauranga Moana
Hours Haora Mahi	1.0 FTE	Staff Responsibilities Haepapa Mahi	Nil

Te Whakakitenga | Our Vision

A Society free from sexual harm and violence

Kaupapa | Our Purpose

Providing education and prevention to people, whānau and communities. Supporting all people impacted by sexual harm to live their best life through healing

Ngā Uara | Our Values

Our people display the following values in their work

- Manaakitanga:** Having a place where everyone is welcome, demonstrates integrity and shows respect towards one another.
- Kaitiakitanga:** Providing a safe supportive environment including participation and effective communication.
- Ngā Tūmanako:** Supporting hopes, dreams and aspirations whilst leading by example.
- Mana Motuhake:** Practicing self-empowerment and self-determination by way of accountability and responsibility.
- Whakapakari:** Aspiring to be the best you can be through education, ethics and professionalism.

Pūtake | Purpose of this Position

The Administration Lead position is a key role in the business support team, responsible for leading, coordinating and working within the daily administration function and as directed through the leadership team. This role is an experienced administrator role that has excellent business communication skills, critical thinking skills and understands best practice.

This role supports the core service functions with the goal of monitoring, improving and maintaining systems and processes that make it easy for service staff and key stakeholders to deliver quality services to clients. As a general business administration role it covers all aspects of administration from client support, facilities, fleet management and leadership support. This role will also be primarily responsible for Health and Safety administration and coordination of health and safety activities so experience in this area is imperative.

Ngā Mahi Matua | Key Accountabilities and Activities

The following is a list of the core accountabilities associated with this role. This is not an exhaustive list of all tasks and activities the incumbent will be involved with, and the expectation is that within any role at Tautoko Mai, some flexibility is required to undertake important tasks which may not be listed within the position description.

KEY ACCOUNTABILITIES	KEY ACTIVITIES
Business Administration	<ul style="list-style-type: none"> ▪ Provide key support for all Health and Safety Administration and coordination of activities including record keeping ▪ Day-to-day leadership of all administration functions to support the running of Tautoko Mai offices with prime accountability for client reception and phone duties. ▪ Monitor, maintain and implement administration systems and processes across clinical and general admin. Provide critical analysis to support improvements and efficiencies particularly around delivery of cost-effective administrative services ▪ Ensure staff are equipped with the knowledge and skills to use the office systems and processes, through training, coaching, or other knowledge sharing as appropriate ▪ Generate weekly and monthly reports to ensure client administration is up to date and data integrity is maintained in our client management system ▪ Provide high level senior administrative support to SLT ▪ Ensure clients, and visitors, are provided with a quality service experience. ▪ Manage and review utility providers, leases, insurances, fleet maintenance

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	<ul style="list-style-type: none"> Supporting the leadership team with ad hoc projects as and when required including (but not limited to): onboarding, recruitment administration, meeting support, report writing etc Manage incoming and outgoing phone calls and emails, ensure professional and prompt responses to enquiries and requests Administering client management system Ensure that appointments and bookings (client/vehicle/room, etc) are kept up-to-date and any notes in relation to these bookings are current. Overall responsibility for the admin SharePoint and email inbox, ensuring documentation and requests are actioned in a timely manner.
Cultural competency	<ul style="list-style-type: none"> Ensures processes, policies, key activities, and conduct are aligned to Tautoko Mai culture goals and values. Acknowledge cultural differences by respecting spiritual beliefs, cultural practices, diversity of sexualities and gender and lifestyle choices.
Stakeholder Relationships	<ul style="list-style-type: none"> Build and maintain positive stakeholder relationships with key internal and external organisations/agencies and individuals.
Staff support and Team Culture	<ul style="list-style-type: none"> Assist all personnel, as required, with miscellaneous tasks and requests, including (but not limited to) ordering catering for staff or client meetings or trainings, online bookings or purchases as approved e.g. accommodation, flights, use of the car or room booking systems etc. Providing cover to other admin team members as required. Support a positive staff culture throughout the organisation and within the support services team.
Health and safety	<ul style="list-style-type: none"> Abide by Tautoko Mai Health & Safety procedures and policies.

Ngā Pūkenga | Key Competencies (Experience, Skills and Knowledge), and Qualifications

- 3+ years previous experience in general administration either solely or as a team lead
- Business Administration qualification preferred i.e NZDipBus L5 or L6 or higher
- Experience participating in H&S committees and coordination of H&S activities
- Proficient in Microsoft Office 365 as well as SharePoint and Teams environments
- Experienced in using a client/case/patient management system
- Experienced in monitoring and reporting processes
- Working knowledge of relevant technologies for phone, video and internet services.
- Process improvement skills and experience
- Knowledge of relevant NZ accounting principles and regulations is advantageous
- Experience with medical or health administration would be advantageous
- Full and unrestricted New Zealand Driving Licence

Āhuatanga Whaiaro | Personal Attributes

- Exceptional attention to detail and organizational abilities
- Excellent verbal and written communication
- Ability to multitask and handle a diverse range of responsibilities
- Flexible to support people in different locations and adaptable to changing priorities
- Ability to anticipate needs and juggling priorities, calmly streamlining communication.
- Ability to make things happen in a timely and accurate manner
- Exceptional customer service skills
- Digitally savvy, able to figure out problems with digital mindset, open to innovation and learning new technologies/systems.
- Collaborative and effective relationship builder, treat people with respect and empathy.
- Excellent judgment and professionalism; able to represent the organisation and the brand to external partners.
- Open and inclusive, and supportive of diversity goals, including bi-culturalism and Te Reo Māori.

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On behalf of Tautoko Mai Sexual Harm Support:

Signed: _____

Signed: _____

Name: _____

Name: _____

Date: _____

Date: _____