# Ministry of Social Development logo

# Receptionist Administrator

# Commercial 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 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

## Position detail

### Overview of position

The role of the Receptionist Administrator is to provide corporate support services and meeting room management services to National Office staff, visitors and meeting attendees. This service will be delivered in a professional manner with a solutions focused approach with and a can-do attitude.

### Location

National Office Wellington

### Reports to

Team Leader Reception Services

## Key responsibilities

**Reception Desk**

* Provide a professional reception service to visitors and staff:
* Welcome visitors in a friendly, courteous and professional manner.
* Answer general enquiries.
* Direct visitors to their meeting destination or make contact with their meeting host as required.
* Assist visitors as they complete the sign in process.
* General oversight of Level 1 and Level 2 Public Access Floors ensuring the areas are clean, tidy and presentable.
* Ensure secure areas are not compromised and report any security concerns to the Manager.
* Accept parcel deliveries and ensure the recipient is contacted promptly.
* Provide temporary access cards to staff, as required, and ensure all access cards are managed in accordance with security protocol.
* Ensure the Reception Desk is clean, presentable and information is secure at all times.
* Complete daily open and lock up of Level 1 and Level 2 public access stairwell to agreed business hours.

**Telephone Service**

* Provide a high quality and professional telephonist service:
* Receive incoming calls in a timely manner.
* Transfer calls to the appropriate staff member or service.
* Speak with clear enunciation, in a positive tone and maintain a professional presence at all times.

**Meeting Room Management**

* Provide a high quality and customer focused meeting room management service:
* Receive, review and confirm meeting room booking request within agreed timeframes and ensure all information is recorded accurately.
* Maintain a high level of attention to detail and accuracy at all times.
* Ensure any updates, changes or additional requests are accommodated where possible.
* Provide subject matter expert advice and answer general enquiries on the conference centre facilities, technology and health and safety requirements.
* Monitor the Aurora Conference Centre shared inbox and respond to requests within the same business day.
* Process catering requests with external catering providers.
* Provide event co-ordination as delegated by Manager.

**Meeting Room Set-up**

* Ensure all the following processes are undertaken in a highly professional and timely manner:
* Work under the Health and Safety at Work Act
* Ensure all meeting rooms are set to agreed standards for each individual booking including clear and reset for the adjacent meeting. Set-up may include some or all of the following; furniture set up, technology requirements, seating layout and any other specifications made in the booking or on the day.
* Complete regular floor-walks of the Aurora Conference Centre to ensure all customer needs are assessed regularly
* Receive catering from suppliers and label, prepare and store appropriately
* Prepare refreshment trolleys and ensure presentation is in line with agreed standards
* Deliver catering and refreshments to meeting rooms at various agreed times
* Kitchen and store room hygiene and cleanliness is maintained at all times
* Monitor kitchen supplies and ensure stock is replenished
* Assess daily requirements for cleaners duties and record and advise accordingly
* Ensure lock-up procedures are undertaken at the end of each day

**Technology Support**

* Provide subject matter expert advice on Conference Centre Technology and recommend appropriate technology solutions to meeting hosts/staff and externals.
* Ensure all technology equipment is installed as required and is fully functional on a daily basis.
* Assist meeting host/staff with the technology set up prior to the start of the meeting.
* Provide on-going support and assistance to meeting host/staff by quickly resolving any technology issues such as data show connection, sound, microphone volumes, Wi-Fi connection. Report any faults that cannot be fixed on the spot to the Manager.
* Complete regular audits of technology and report any missing items to Manager.

**Administration**

* Updating the operations manual.
* Administration assistance to Manager as required.
* Written communication is presented in a professional manner with correct grammar and formatting.
* Data gathering, data entry and consolidation. There may also be a requirement to format data into graphs for reporting purposes.
* Ensure conference centre software applications have up to date, accurate information and complete updates as required.
* Update training induction packs and other training documentation as required ensuring they accurately reflect the business functions.

**Team and Individual Performance**

* Contribute in a positive way to the Reception Services Team:
* Share information and ideas with the team, colleagues and management.
* Contribute to and lead group communication and activities
* Identify and act on personal learning and development opportunities.
* Be a culture champion that supports and models the Ministry’s commitment to culture change.

**Business Standards and Policy**

* Maintain professional business standards for behaviour, dress and housekeeping.
* Operate within business operating policies and procedures including financial resources/requirements.

## 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

* A high standard of communication skills, including written, verbal and nonverbal communication
* Tech savvy and comfortable with learning new technologies
* Knowledge and experience working with administrative software applications such as Microsoft Word, Excel, Outlook email and calendar
* Ability to work in a team environment, adapt, demonstrate initiative, and cope with continuing change
* Previous experience working in a busy front of house environment with face to face interactions with customers, event support and coordination, or hospitality experience is desirable.

## Attributes

* Excellent customer service skills
* Solutions focus with a can do attitude
* Sound judgement and good problem solving skills
* Adaptable with an ability to manage multiple tasks or changing priorities
* High attention to detail
* Excellent communication, engagement and interpersonal skills
* Welcomes and values diversity, and contributes to an inclusive working environment where
* Differences are acknowledged and respected

## Key relationships

### Internal

* Reception Services Team
* National Office Facilities Team
* Workplace Services Group
* National Office staff

### External

* Regional Staff
* Visitors to National Office
* Other Government Departments
* Suppliers & Contractors

**Other**

### Delegations

* Financial – No
* Human Resources – No

### Direct reports – No

### Security clearance – No

### Children’s worker – No

Limited adhoc travel may be required

Willingness to complete other tasks as required by the business to meet business needs

**Position Description Updated:** August 2021