# Ministry of Social Development logo

# Claims Administrator

# Historic Claims

## 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\***

|  |  |
| --- | --- |
| 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 primary purpose of the Claims Administrator is to provide efficient, high quality administrative support to the Historic Claims team. This includes identifying, recalling and digitising claimant files, supporting proof reading and memo drafting and other administrative support duties such as managing travel arrangements required to deliver an efficient service to claimants.

The Claims Administrator also identifies opportunities for continual improvement and develops recommendations to the Team Leader Administration in developing and maintaining efficient and effective policies and processes.

### Location

National Office

### Reports to

Team Leader Administration

## Key responsibilities

### Administrative and Records

• Assist Team Leader Administration with administrative requirements regarding records

• Set up and maintains effective electronic and paper filing systems and procedures develop new systems as required enabling quick access to information and maintaining databases

• Operate all systems and procedures in such a manner as to meet Ministry requirements

• Manage all aspects of file and archive movements and storage ensuring MSD, physical storage providers and Archives NZ record management standards are complied with

• Maintain confidentiality of documentation and information as required and as appropriate

• Manage the Historic Claims team’s internal/external correspondence

• Requisition goods and services through KEA, reconciling accounts for payment/signature and other financial management functions

• Process invoices and maintain financial records

• Support the Team Leader Administration in managing team assets

• Ensure that all administration enquires are managed and responded to in a timely way, in accordance with quality standards

• Build and maintain networks with key internal and external stakeholders as appropriate

• Contribute ideas for improvement to systems and process simplification to effectively deliver administrative support services

• Manage travel arrangements for the Historic Claims team.

### Secretariat Support

• Provide efficient, timely and accurate administrative, secretarial and support services for the Historic Claims team as required

• Co-ordinate logging and tracking of Ministerial and Chief Executive correspondence, word processing, presentation materials, spreadsheets, filing, photocopying and other document processing as may be necessary to support the efficient functioning of the group

• Co-ordinate meetings, scheduling, arranging resources, produce agendas, collate papers, arrange catering and venues as required.

### Information Management and System Development

• Maintain accurate Historic Claims databases and information framework

• Manage the searching of documents and files in Ministry and Oranga Tamariki’s information management systems.

• Implement and manage internal systems to ensure up to date maintenance of all records management databases

• Answer queries about information databases enabling the team to use the systems more efficiently and effectively

• Support team members on the use of records management systems and various applications

• Contribute ideas for improvement to systems and process simplification to effectively deliver administrative support services.

### Achieve efficient and effective resolution of historic claims

• Support the development and implementation of plans that support the Historic Claims team to resolve claims in a manner that is mana manaaki

• Identify opportunities to partner with others to deliver a better service for claimants

• Identify on-going improvements to processes and practices to achieve better outcomes for claimants

• Promote a focus on claimants’ needs whilst balancing this with strategy, best practice, ensuring that the Ministry is complying with legislative and policy requirements

• Work collaboratively and effectively with other Historic Claims team members to provide a seamless service across the Historic Claims team, identifying weaknesses where possible

• Understand the constraints of the Historic Claims processes, but strive to be flexible and empathetic to individual claimants.

### Māori and Pacific capability and responsiveness

• Provide a culturally responsive service to claimants and their whānau, hapu and iwi

• Work in partnership with iwi, hapu and whānau as appropriate

• Have a demonstrated understanding of tikanga Māori and te reo Māori

• Contribute to the promotion of the principles of Treaty of Waitangi and the involvement of Maori within the decision making process.

• Integrate Te Pae Tawhiti, Te Pae Tata and the Pacific Prosperity strategies into work programmes

• Champion a Te Ao Māori perspective by ensuring its inclusion in all design work.

## 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

• Experience in providing high-level administration activities or secretarial support

• Advanced level of word processing, computer and keyboard skills, including knowledge of excel, email, electronic diary management, internet, graphics, presentation and/or desktop publishing packages are desirable

• Expert knowledge of TRIM and a working knowledge of CYRAS is desirable

• Good understanding of how IT processes and systems support operations

• Experience working with electronic document management systems.

## Attributes

* Strong attention to detail
* Demonstrates empathy & emotional intelligence
* Exercises sound judgement and political sensitivity
* Highly effective communication skills
* Strong client focus
* Well-developed analytical and conceptual thinking
* Strong partnership builder
* Ability to manage operational complexity
* Able to build and maintain constructive relationships
* A demonstrated achievement orientation
* Well-developed learning agility
* Ability to influence without authority, and build credibility quickly
* Ability to effectively lead, motivate, develop and coach others towards the achievement of goals
* Agile

## Key relationships

### Internal

* Historic Claims team managers and staff
* MSD Legal Services
* Offices of the Deputy Chief Executives
* Other MSD employees

### External

* Claimants
* Other government agencies
* Non-government organisations
* Members of the public
* Lawyers and advocates

## Other

### Delegations

* Financial – No
* Human Resources – No

### Direct reports: No

### Security clearance: No

### Children’s worker: No

Limited adhoc travel may be required

**Position Description Updated:** October 2020