# Ministry of Social Development logo

# Team Administrator

## Māori, Communities and Partnerships

## 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 primary purpose of the Team Administrator is to provide efficient, high quality administrative support to assist in the day to day operations of the Māori, Communities and Partnerships (MCP) teams, based in National Office and in the regions.

The Team Administrator will contribute to MCP project work across the teams, and provide support to the wider group at times of high workload as required

### Location

National Office

### Reports to

General Managers and Directors within the MCP group

## Key responsibilities

**Management Support**

* Ensure a high level of support service is provided to managers within the MCP Group.
* Arrange appointments and travel arrangements.
* Maintain diaries for managers and staff as required.
* Bring urgent issues to the attention of the appropriate manager.
* Maintain confidentiality of documentation and information as required and as appropriate.

**Secretariat Support**

* Provide secretariat and administrative services to Governance groups and Advisory bodies as required including: co-ordinating meetings (scheduling meetings, organising resources, making travel arrangements, producing agendas, photocopying and delivering papers, attending meetings and taking minutes as required).

**Team Administrative Support**

* Provide administrative support services in a timely and accurate manner.
* Provide back up to other administrative roles within the MCP area as required.
* Set up and maintain effective electronic and paper filing systems and procedures, and develop new systems as required to ensure quick access to information.
* Provide photocopying services, collation and distribution of papers as necessary.
* Book venues for meetings, workshops and focus groups - arrange catering and necessary resources.
* Arrange and update travel arrangements for managers and staff if required.
* Ensure that all office equipment is operational, and all photocopiers, faxes and printers are supplied with sufficient stocks of paper and toner.
* Ensure office supplies, equipment and stationery are purchased and available as required.
* Undertake one-off projects, compile and process data for the project manager or project team where required.

**Administration Services Systems and Procedures**

* Participate in administrative development and maintenance, including improvements of administrative support standards for systems and internal procedures within MCP.
* Coordinate with and assist other administrative support staff such that best practice is shared, and overload situations can be managed efficiently.
* Operate all systems and procedures in such a manner as to meet Ministry requirements.

**Word Processing and Presentation Production**

* Provision of a high standard of documentation (to include word processing, production of spread sheets and presentation material) to support the efficient functioning of the team.
* Respond to and compose letters and memoranda where required.
* Assist with the production of ad hoc reports.
* Format reports and other material in accordance with the MSD style guide as required.
* Ensure that all documentation and correspondence meets business standards and complies with the MSD style guide.
* Maintain confidentiality of documentation and information as required and as appropriate.

**Account / Financial Administrative Support**

* Provide financial/budgeting administrative support to Managers, where requested by manager.
* Input requisitions into the MSD purchasing system (KEA) when required.
* Prepare invoices for payment by the Manager, when required.
* Ensure that receipts for personal expenses are accurately collated, recorded and submitted to the appropriate sources for reimbursement.

**Facilities Services**

* Ensure the provision of a high quality service to visitors and staff.
* Ensure all meeting and utility rooms are maintained and replenished weekly as required.
* Co-ordinate despatch and collection of courier packages for their respective teams as required.
* Deliver documents or packages to other areas of the Ministry as and when require.

**Event, Seminar and Conference Planning Support**

* Assist in the organisation, management and delivery of events, seminars and conferences, including finding venues, catering and travel/accommodation requirements.

**Team and Individual Performance**

* Participate in the development and operation of projects that include team members and others.
* Contribute in a positive way to the team, with a ‘can-do’ attitude and working with others to assist them achieve their targets.
* Identify personal needs and personal training/developmental 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

* Demonstrated experience in providing high-level administration activities and secretarial support activities
* Excellent knowledge of administrative processes, systems and technology
* The ability to mix professionally and build effective relationships at all levels both within the Ministry and with outside agencies and clients
* An understanding of the workings of central Government - the role of Parliament, Ministers and public service agencies is preferable
* Advanced level of work processing, computer and keyboard skills, including knowledge of spread sheet, email, electronic diary management, internet, graphics, presentation and/or desktop publishing packages are desirable
* Demonstrates capability to manage a varied work load and respond to changing priorities in a positive way
* An intermediate to advanced typing speed, with experience in creating Powerpoint presentations and Excel spread-sheets
* The ability to effectively prioritise and schedule work to meet (sometimes multiple managers) competing deadlines and maintain the quality of services delivered
* The ability to work in a team environment, be adaptable, and cope with continuing change
* Demonstrate initiative in addressing issues and problems arising in the role
* Good technical understanding of IT processes and systems
* Previous experience in accounts and payroll administration
* Experience working with an electronic document management system

## Attributes

* Proven ability to develop and maintain effective working relationships
* Good written and oral communication skills
* Demonstrates a team approach to activities and the development and operation of projects
* Excellent attention to detail
* Exercises sound judgement and political sensitivity
* Business acumen
* Demonstrates initiative
* Welcomes and values diversity, and contributes to an inclusive working environment

**Key relationships**

**Internal**

* Members of the MCP Leadership Team
* Executive Assistants within MCP
* MCP Managers and staff
* Senior Executive Assistant, MCP
* Staff within the National Accounting Centre in Rotorua, MSD Finance and Payroll in Wellington
* Other managers within the Ministry as required

### External

* External service suppliers
* Vendors and suppliers
* Members of the public
* Other Senior Managers across the public sector as required

## 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:** August 2021