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| Administration Officer Client Service Delivery  |
| Our purpose **Manaaki tangata, Manaaki whanau**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. |
| ****Our strategic direction**** |
| **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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| ****Our Values**** |
| **Manaaki**We care about the wellbeing of people | **Whānau**We are inclusive and build belonging | **Mahi tahi** We work together, making a difference for communities | **Tika me te pono**We do the right thing, with integrity |
| ****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. |
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| The outcomes we want to achieve |
| 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
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| ****He Whakataukī\***** |
| 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 |

## 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 Centre Manager

Manager Regional Services

## Key responsibilities

Administration services

* Arrange all aspects of meetings including preparation of agendas, coordination of equipment, room bookings, catering and minute taking to ensure the effective operation of meetings
* Coordinate travel arrangements for the site to support operational requirements and maximise managers’ time
* 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
* Complete a broad range of administrative activities critical to the support of site operations, these may include; - assisting in Privacy Act and Official Information Act requests - photocopying, printing, scanning, laminating and/or binding of documents - supporting the planning and delivery of events - assisting with the recruitment process
* Maintain effective administrative systems and processes and develop new practices as required to enable the site to operate more efficiently
* Administer incoming correspondence and distribute to the appropriate stakeholders to support operational performance
* Administer outgoing correspondence, 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.

Human resources support

* Enter overtime records in the payroll system for site employees to enable prompt payment.

Fleet management

* Monitor the location of MSD vehicles for fringe benefit tax exemption purposes and submit exemption declaration forms to the national fleet team
* Co-ordinate the servicing, repairs, warrant of fitness, registration and grooming of site vehicles so that they are safe for use. Administer the vehicle pool booking system for the site to ensure vehicles are available when needed.
* Monitor vehicle running sheets and reconcile associated accounts each month and investigate any anomalies, escalating issues appropriately.

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
* Engage with community representatives, panel members and applicants and/or agents to arrange review of decision hearings, and coordinate dates and meeting rooms and copy, collate and forward reports to participants.

Information management and 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 and employee information is stored securely and only disclosed to those with appropriate authority to protect privacy and confidentiality.

## Focused responsibilities

This section outlines specific business focus areas and additional key accountabilities.

## Fraud Services

Administration services

* Manage the outstanding warrant spreadsheet relating to fraud investigations to ensure information is up to date and investigators are made aware of any changes.

Health, Safety and Security

* Adhere to and monitor the offsite safety procedures to ensure the safety of employees.

## Service Centre

Administration services

* Administer and maintain the Payment Card Allocation Tool to track the cards distributed to employees on site for audit purposes. Securely store Hologram forms to allocate when necessary
* Maintain promotional displays and information about products and services, to ensure MSD is presented professionally and the community is made aware of the assistance available to them.

## Auckland Regional Office

Administration services

## Provide reception service for the site, greet all visitors and ensure sign in via the visitor register in line with security standards.

## 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

* 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
* Collate the required information to complete the site business continuity/safety plan templates and administer the site's manual resource kit ('office in a box'), monitor and update as necessary ensuring the relevant stakeholders are made aware of amendments
* 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.

**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

* 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

## Attributes

* 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
* 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
* 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
* 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

## Key Relationships

Internal

* Client Service Delivery and Support management and employees
* Integrity and Debt management and employees
* National Accounting Centre
* Property and Facilities
* Other MSD business units

External

* Clients and/or their representatives
* Community representatives
* Suppliers, contractors, building landlords and service providers
* Witnesses and legal representatives (Fraud Services only)
* Other government agencies

## Other

Delegations

* Financial – No
* Human Resources – NoDirect reports – No

Security clearance – No

Children’s worker – No

Driver’s Licence preferable

**Position Description Updated:** June 2020