

# Te Whariki Manawahine O Hauraki Position Description

Job Title:	Kaiwhakahaere o te Tari
Location:	Thames
Date Approved by Manager:	March 2023

## Job Purpose

*Umbrella statement of the major functions of the job.*

The primary purpose of the Kaiwhakahaere o te Tari role is to provide senior administrative support to ensure the administrative functions of Te Whāriki are sustainable and meet best practice standards.

This role also provides PA support to the General Manager including coordinating appointments and travel, setting up meetings, disseminating board papers, and ensuring our office is welcoming and warm. You will be technologically savvy and have considerable experience in the Microsoft Office Suite including Excel and Google One Drive.

## Functional Relationship Skills

Key internal and/or external contacts	Nature of contact most typical (eg, courtesy, giving/ receiving information, explaining things, liaising, advising, gaining co-operation, facilitating, influencing, and persuading, resolving minor conflicts, mediating, negotiating, formal negotiation, supervising, leading)
Internal – Governance Committee and all staff and volunteers	Courtesy, giving/receiving information, explaining things, Liaising.
External - Members of the public, advisors, at risk families, other agencies, community groups and iwi	Courtesy, giving/receiving information, explaining things, Liaising.

## Accountabilities

*These describe the scope and extent of responsibilities for the job. Additional accountabilities may apply in terms of Te Whariki Manawahine Delegations as outlined in the organisation's Key Policies and Procedures (KOPPS)*

Scope of Responsibilities	Extent of Responsibilities
<b>Financial Responsibilities; Budgets and Decision-Making Authority</b>	As per delegations in KOPPs
<b>Signing Correspondence</b>	May do so: In relation to the duties of the position. In accordance with the financial authority of the position.

Scope of Responsibilities	Extent of Responsibilities
	In accordance with Te Whariki policy from time to time.
<b>Health and Safety</b>	Will be familiar with, and adhere to Te Whariki's approved Health and Safety policies and procedures

## Key Result Areas

*These describe the essential outcomes and what you are expected to deliver in the job.*

Jobholder is accountable for:	Jobholder is successful when:
<b>Reception</b>	
<ul style="list-style-type: none"> <li>– Provide telephone service including answering queries, taking messages, and forwarding to appropriate staff person.</li> <li>– To receive all faxes and emails and pass onto person concerned</li> <li>– Meet and greet all visitors and provide reception services as required.</li> <li>– Manage all outward mail and ensure sent daily.</li> <li>– Manage all incoming mail and ensure pass onto person concerned.</li> </ul>	<ul style="list-style-type: none"> <li>– Phone answered within 3 rings in a professional and friendly manner.</li> <li>– All messages, mail correctly passed on.</li> <li>– Excellent Client contact is maintained.</li> <li>– Delivery of fax and emails to appropriate destination</li> <li>– All incoming and outgoing mail documented in correspondence log</li> </ul>
<b>General Admin Support Duties</b>	
<ul style="list-style-type: none"> <li>– Provide computer services including word processing, data entry, spreadsheets &amp; PowerPoint presentations.</li> <li>– Develop and manage paper filing system.</li> <li>– Provide database recording and exporting.</li> <li>– Complete photocopying and binding requests within agreed timeframes</li> <li>– Develop and manage a 'bring-up' system for deadlines and future actions.</li> <li>– Manage stationery purchases, inventory, and control.</li> <li>– Provide photocopier maintenance service.</li> <li>– Manage tearoom supplies and toiletries supplies.</li> <li>– Assist with induction process as required.</li> <li>– Maintain property and or facilities booking system.</li> </ul>	<ul style="list-style-type: none"> <li>– Timely and effective administration support in all areas</li> <li>– Provision of timely and accurate information and reporting</li> <li>– All records and files are maintained and updated regularly.</li> <li>– Establish procedures for the management of administration requirements and update procedures regularly</li> </ul>

<ul style="list-style-type: none"> <li>- To assist with developing presentation material</li> <li>- To support Te Whariki staff induction process</li> </ul>	
<b>Client Support</b>	
<ul style="list-style-type: none"> <li>- Manage and maintain client register.</li> <li>- Ensure all clients who contact the office access the support they request, and their enquiries are followed up by the Daily on Call staff.</li> </ul>	<ul style="list-style-type: none"> <li>- All staff are trained in the use of and know how to use the client register.</li> <li>- Community based clients are supported to meet their goals and outcomes</li> </ul>

## Work Complexity

*What are the most challenging duties typically undertaken?*

- Managing your time to enable you to provide an efficient and effective service to the General Manager, colleagues, clients, and all visitors to the office of Te Whāriki Manawāhine o Hauraki.
- Adept at receiving, interpreting, and carrying out message action points accurately and on time.

## Person Specification

*What attributes are required for success in this job?*

Description	Essential	Desirable
<b>Specific Skills and Abilities</b> <i>The essential and desirable skills required for this job and associated performance standards.</i>	<ul style="list-style-type: none"> <li>- Fluent in Microsoft Office Suite including Excel Google One Drive and Computer and data-entry skills.</li> <li>- Executive level and personable communication skills – written and oral</li> <li>- Results orientated and time management focussed.</li> <li>- Self-motivated</li> <li>- Welcoming telephone and face-to-face engagement</li> <li>- Adept at working with clients and colleagues in a culturally sensitive and appropriate manner.</li> <li>- Ability to multi-task and prioritise tasks.</li> <li>- Excellent time management skills.</li> <li>- Well-developed organisational skills.</li> </ul>	Nil

	<ul style="list-style-type: none"> <li>– Attention to detail.</li> <li>– Professional discretion and confidentiality</li> <li>– Skilled in decision making and problem solving.</li> <li>– Able to show initiative and work well under pressure.</li> </ul>	
<b>Qualifications</b> <i>The essential (including those required by legislation/ regulation) and desirable qualifications for this job.</i>	<ul style="list-style-type: none"> <li>– Qualifications in accounting, business studies, digital technologies, maths and or English are commendable.</li> </ul>	Nil
<b>Experience/Knowledge</b> <i>The experience and knowledge necessary to perform this job.</i>	<ul style="list-style-type: none"> <li>– Acting as the key point of contact between General Manager and internal or external colleagues</li> <li>– Organising meetings and appointments for the General Manager</li> <li>– Organising the General Managers electronic diary and clearing emails</li> <li>– Handling correspondence directed to General Manager and staff of Te Whāriki.</li> <li>– Making travel arrangements and detailed travel itineraries</li> <li>– Taking dictation and minutes and writing them up subsequently</li> <li>– Producing reports and presentations</li> <li>– Maintaining the current filing and database system and looking for ways to improve current systems.</li> <li>– Knowledge of and commitment to Te Tiriti of Waitangi</li> <li>– Research, prepare and format emails, letters, reports, and other documents.</li> <li>– Prepare monthly reports, budgets, financial data, and presentations.</li> <li>– Manage projects and support colleagues who are managing projects</li> </ul>	Nil
<b>Commitment to Corporate Values</b> <i>As outlined in Strategic Plan</i>	Must develop and maintain a clear knowledge of, and commitment to, the values of Te Whāriki and these must be demonstrated in all aspects of work behaviour.	

## Competency

*What are the levels of competency for this job?*

Competency description	Level	Competency Assessment Level 1 -3
<b>1) Cultural</b> A strong awareness of one's own culture, namely the iwi and hapu of Hauraki. Developing cultural competence results in an ability to understand, communicate with, and effectively interact with people across all cultures about the Maori culture and in particular the Hauraki Maori.	<ul style="list-style-type: none"> <li><b>Level 1:</b> Has a basic understanding of the iwi and hapu of Hauraki.</li> <li><b>Level 2</b> – Has a good understanding of the iwi and hapu of Hauraki and is comfortable in communicating culture practices and vision to others.</li> <li><b>Level 3</b> – is a role model for others with a high-level understanding of cultural practices to teach others about the iwi and hapu of Hauraki Maori.</li> </ul>	2
<b>2) Working with Others</b> The ability and desire to work with others to produce results that is greater than the sum of one's individual efforts. Implies awareness and sensitivity to others, a commitment to sharing resources, information, and knowledge for the good of the wider group.	<ul style="list-style-type: none"> <li><b>Level 1:</b> Co-operation with other team members and external people is frequently required. Knowledge must be passed onto other team members immediately.</li> <li><b>Level 2:</b> is required to work collectively and constructively with others and.</li> <li><b>Level 3</b> – is a role model to others in terms of teamwork and cooperation inside Te Whairiki, and actively works to protect and promote the reputation externally. The role takes the lead in maintaining and developing teams.</li> </ul>	2
<b>3) Outcomes Focused</b> Implies a commitment to success of Te Whariki and the desire to set personally challenging, yet achievable goals.	<ul style="list-style-type: none"> <li><b>Level 1:</b> Achieves goals set with guidance by the supervisor, manager, or organisation.</li> <li><b>Level 2:</b> Achieves the outcomes expected without reminding and demonstrates a genuine commitment to persevere when obstacles emerge. Frequently shows initiative and willingness to take on extra responsibility and 'make a difference'.</li> <li><b>Level 3:</b> Exhibits total commitment to achieving business outcomes and key performance goals despite obstacles. Will be called on to push others to achieve outcomes.</li> </ul>	2
<b>4) Continuous growth and improvement</b> Implies the ability and willingness to try new and different methods to improve performance and grow the	<ul style="list-style-type: none"> <li><b>Level 1:</b> Can identify improvements needed based on 'gut feel', customer feedback, education, or a low level of past experience.</li> <li><b>Level 2:</b> Is required to demonstrate the ability and willingness to make</li> </ul>	2

<p>business. It suggests a willingness to question and challenge the way things are done and an awareness that there may be more than one correct answer.</p>	<p>improvements that are sustainable and consistent with Te Whariki's overall direction. Has a track record of making positive change and has a measurable impact on their immediate area of work.</p> <p><b>Level 3:</b> Is a role model in terms of driving through positive change and the delivery of improvements which will enhance the Board's reputation. Is widely acknowledged as a 'big picture' thinker.</p>	
<p><b>5) Professionalism/ Taking responsibility</b></p> <p>Refers to the willingness to present oneself, the team, and the wider organisation in positive terms to the very best of one's ability. Models a high standard of work, continually reflecting on own practice and seeking to improve.</p> <p>Motivated to achieve what is expected.</p>	<p><b>Level 1</b> – Demonstrated the key elements of quality practice. Works carefully and perseveres and conducts oneself openly and honestly.</p> <p><b>Level 2</b> – Takes the initiative to reflect on practice and works towards goals. Will deliver on promises and represents the organisation positively when dealing with internal and external people. Will strive to conduct self openly, honestly, and consistently with any professional standards.</p> <p><b>Level 3</b> – Provides professional leadership and resilience. Takes a lead role in ensuring professional standards are maintained within the organisation. Maintains two-way, open communication with everyone.</p>	2
<p><b>6) Sector Knowledge</b></p> <p>Understanding of family violence sector, including how emerging trends might affect individuals, families, and groups now and in the future.</p>	<p><b>Level 1:</b> Requires minimal knowledge of sector, how it functions and how it impacts on immediate area of concern.</p> <p><b>Level 2:</b> Requires a good understanding of the family violence sector and how the sector might affect the immediate future of whānau.</p> <p><b>Level 3:</b> Working at a wider sector level, this role requires a superior understanding of sector with the ability to recognise (and address) the reason for underlying trends, opportunities or political forces affecting the organisation.</p>	2
<p><b>7) Analytical skills</b></p> <p>The ability to break a problem down into smaller pieces, to organise the parts of a problem in a sequential, systematic way and make meaningful comparisons between data.</p>	<p><b>Level 1:</b> Requires the ability to recognise common relationships and identify the immediate problems or possibilities in a situation.</p> <p><b>Level 2:</b> Must demonstrate the ability to think logically through a problem and breakdown an issue into a step-by-step, sequential process. Should be able to explain the rationale behind any decision</p>	2

	<p>they have made and anticipate any obstacles in their way. Good questioning skills.</p> <p><b>Level 3:</b> Requires superior logical reasoning skills and the ability to deal with complex, inter-related issues which have wide ranging implications. A superior ability to draw out the information needed when evaluating a project or issue.</p>	
<p><b>8) Customer Services orientation</b></p> <p>An underlying commitment to accomplish a task (no matter how small) to a high standard and with a concern for all areas involved. Includes concern to monitor and check work output.</p>	<p><b>Level 1:</b> Monitor own work quality as well as those of the organisation.</p> <p><b>Level 2:</b> Commitment to checking quality work of others to ensure procedures are followed.</p> <p><b>Level 3:</b> Takes a lead role in establishing customer service and quality enhancements to improve the service provided to the organisation</p>	2
<p><b>9) Organisation and Time Management</b></p> <p>Requires a commitment to organise work efficiently and effectively to meet deadlines. It implies the ability to work faster, smarter and prioritise, plan and delegate when required.</p>	<p><b>Level 1</b> – Recognises important tasks and will take steps to ensure work is done accordingly.</p> <p><b>Level 2</b> – Aptitude for planning and effective time management and have established the systems to support multiple task completion. Deadlines are met according to time priority.</p> <p><b>Level 3</b> – An expert with regards to organisational planning and time management. It demands proven ability to manage a complex range of activities of different priority and urgency. Supports/organises others - people and resources</p>	2
<p><b>10) Leadership</b></p> <p>Implies a desire to lead others to act to deliver business goals. It is about generating excitement, enthusiasm and commitment from the group and creating an environment in which everyone has a shared sense of where they are going. May not be a formal position held.</p>	<p><b>Level 1:</b> Leadership is demonstrated by keeping others informed about relevant and useful information. Tends more to implement the goals and directives set by others.</p> <p><b>Level 2:</b> Must demonstrate effective leadership and be able to identify new business opportunities and set a credible example. Works for others to move forward.</p> <p><b>Level 3:</b> A genuine charisma as a leader and a track record of making things happen. Focus is on communicating the vision and doing things in such a way that generates commitment from others.</p>	2

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**ACKNOWLEDGEMENT**

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I certify that I have read, understood, and accept the duties, responsibilities, and obligations of my position with Te Whāriki Manawāhine o Hauraki.

**SIGNED BY YOU****SIGNED BY MANAGEMENT**

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Employee

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Manager

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Date

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Date