**Kaiwhakahaere Administrator**

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|  | **Te Puni:** | Te Puni Tautoko Whakahaere - Organisational Support |
| **Reports to:** | Tumu Whakahaere Tautoko Take Minita me Te Pākihi - Manager Ministerials and Business Support |
| **Location:** | Tari Matua, Te Whanganui a Tara - National Office, Wellington |

**ORGANISATIONAL STATEMENT**

Te Puni Kōkiri’s core purpose is ensuring that iwi, hapū and whānau Māori succeed as Māori.  Our role is to support Government to strengthen Treaty of Waitangi partnerships and facilitate iwi, hapū and whānau Māori to succeed at home and globally through:

* **Ārahitanga:** Provision of strategic leadership and guidance to Ministers and the state sector on the Crown’s on-going and evolving partnerships and relationships with iwi, hapū and whānau Māori
* **Whakamaherehere:** Provision of advice to Ministers and agencies on achieving better results for whānau Māori
* **Auahatanga:** Development and implementation of innovative trials and investments to test policy and programme models that promote better results for whānau Māori

Our work is focused around four inter-related outcomes

* Whakapapa/Identify – Māori language, culture and values hold a central place in Aotearoa New Zealand
* Oranga/Wellbeing – Opportunities and outcomes that reflect and support the aspirations of whānau
* Whairawa/Prosperity – A thriving Māori economy supported by high performing people, assets and enterprise
* Whanaungatanga/Relationships – Genuine, enduring and productive relationships between Crown and Māori

For further information about Te Puni Kōkiri please visit our website: [www.tpk.govt.nz](http://www.tpk.govt.nz/)

**O TĀTOU WHAIPAINGA – OUR VALUES**

**Te Wero** – *We pursue excellence*.

We strive for excellence and we get results. We act with courage when required, take calculated risks and are results focused.

**Manaakitanga** - *We value people and relationships*.

We act with integrity and treat others with respect. We are caring, humble and tolerant. We are co-operative and inclusive.

**He Toa Takitini** – *We work collectively.*

We lead by example, work as a team and maximise collective strengths to achieve our goals.

**Ture Tangata** – *We are creative and innovative.*

We test ideas and generate new knowledge. We learn from others and confidently apply new knowledge to get results.

**TE PUNI (GROUP) STATEMENT**

The Organisational Support Te Puni supports Te Puni Kōkiri by providing the processes, systems and advice that enables the organisation to operate effectively, including:

* Information services
* Technology services
* Finance
* Legal services
* Human Resources & Capability
* Ministerials & Business Support
* Asset Management
* Communications

**Tautoko Take Minita me Te Pākihi -** Ministerials and Business Support

Ministerials and Business Support performs an essential function within Te Puni Kōkiri. The team administers the tracking and quality control processes employed to ensure timely and accurate processing of all official documents received from, and sent to the Minister for Māori Development, the Associate Minister of Māori Development and other Ministers of the Crown as appropriate.

It also provides Reception services for National Office and administrative support for Te Puni.

Job Description Updated & Certified: Manager\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**PURPOSE**

The administrators are responsible for providing administrative services to support the effective day to day operation of the Te Puni within National Office. The Administrator will have the ability to develop and maintain effective working relationships with regional staff, national office staff and a wide range of stakeholders.

The Administrator ensures the team deliverables are incorporated into the Te Puni Kōkiri knowledge management system and comply with Te Puni Kōkiri style guide and Ministerial requirements.

The Administrators report to the Manager Ministerials and Business Support but are located and work within and across the Te Puni.

**DIMENSIONS**

**Range of Influence**

Across the National Office Te Puni

**Leadership**

N/A

**Financial**

N/A

**Health and Safety**

Understand, promote and demonstrate a commitment to sound health and safety practices by applying Te Puni Kōkiri Health and Safety Policies and Procedures.

**SPECIFIC ACCOUNTABILITIES & DELIVERABLES**

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| Work collaboratively | * Work collaboratively with other Administrators and support roles to provide an integrated and seamless service * Establish and maintain close working relationships with support roles in other te Puni to ensure a coordinated approach to business management in the whole of Te Puni Kōkiri |
| Deliver business administration services | * Provide proactive and highly efficient administration services to the tier 3 managers and Te Puni staff * Provide future-focused and aligned business planning and advice * Advise the Managers on areas of risk or concern in the delivery of the work programme * Support the Business Manager with specific activities including contingency planning, security management and emergency procedures |
| Knowledge and improvement of systems and processes | * Understand and keep updated with Te Puni Kokiri systems and processes * Promote the use of administrative systems and processes and coach regional staff in their use. * Maintain knowledge management system on behalf of the office and ensuring team outputs are stored and coded in accordance with Te Puni Kōkiri knowledge management standards and policies. |

**KNOWLEDGE, SKILLS AND EXPERIENCE**

* Demonstrated administrative support experience.
* High level of proficiency with Microsoft packages especially outlook, word, excel, and power point.
* Sound keyboard skills with demonstrated typing speed of at least 75 words per minute.
* Well developed communication skills, both oral and written.
* Demonstrated self-motivation, the ability to set objectives and establish priorities, organise work and resources to ensure priorities and objectives are met on time.
* Demonstrated ability to work in and as a member of a team.
* A sound understanding of the accounting cycle and the role that accurate and timely financial processing plays in this.
* Demonstrated capability to understand the needs and requirements of a core government department.
* Understanding the machinery of government.
* A demonstrated commitment to the provision of quality services.
* Honesty, integrity and an understanding of the significance of confidentiality.
* Presents self in a professional light.
* A tertiary qualification in business administration would be of benefit
* Comfort in working in a tikanga /kaupapa Māori environment, a degree of fluency in Te Reo Māori would be of benefit.

**COMPETENCIES**

Our competency framework incorporates core abilities that are relevant across the organisation and technical abilities specific for each role. Our competencies are represented by the Poutama, symbolising the journey of growth and development that a person takes to realise their own potential, by developing in steps and building on the knowledge and skills that they already have. The following indicators represent the knowledge and actions required for the role.

***ROLE SPECIFIC COMPETENCIES***

**Business Support**

* Predict your manager’s requirements and undertake them, checking where necessary to make sure your actions are right.
* Are responsive to the request of your manager and carry them out in a timely and accurate manner
* Organise your manager(s) diary including arranging meeting requests and allowing for work time.
* Understand who your manager’s key contacts are and the roles they have.
* Are polite and welcoming when liaising with manager(s) contacts
* Monitor electronic and physical mail and information going to your manager(s), ensuring they are aware of actions and urgencies and where necessary checking for accuracy, grammar and spelling.
* Have a comprehensive understanding of internal administrative procedures including those relating to finance, human resources, travel, ministerials and IT.
* Understand the specific administrative processes of your Te Puni.
* Understand administrative processes of government.
* Analyse and resolving administrative and procedural problems
* Are able to create and maintain comprehensive physical and electronic filing systems.
* Take accurate minutes and file-notes for future reference
* Understand basic financial management and monitor and process financials, including invoices and accruals.
* Have a comprehensive understanding of administrative software packages (including the Microsoft Office suite and Livelink) and apply them to increase work efficiency
* Know the relevant document formats required.

**Planning/Project Management**

**Understand role and expectations of team members**

* You need to have a basic awareness of the Ministry’s project management methodology.
* You need to understand your role and that of other team members on projects.

**Actively engage as a member of project teams**

You need to engage and collaborate in teams working on projects with close supervision and in a clearly defined role and with clear outputs. These project teams may work across directorate or division boundaries.

You need to seek and act on instructions and directions from senior colleagues, project managers and managers. You will be expected to:

* assist with project planning and reporting
* develop project plans for small-scale tasks or projects
* undertake simple project management tasks (like organising meeting times and venues) by yourself.

**Manage own time to deliver on expectations**

At entry level, you are only expected to manage your own time and work, not that of others.

In managing your own time and workload, you should:

* plan ahead so you deliver on expectations and assigned tasks
* seek clarification when expectations, deliverables, or timelines are not clear to you
* identify well in advance if you will have difficulty meeting expectations because of competing priorities, and work with the manager or lead analyst to develop strategies to manage the work

**Understand financial responsibility**

All employees at the Ministry are expected to have a responsible attitude to expenditure of taxpayer funds, avoid waste, and be mindful of the Ministry’s financial position.

This includes:-

* understanding and complying with the Ministry’s finance processes.
* You may be asked to research costs and assist with budgeting calculations for projects you are contributing to.

***CORE COMPETENCIES***

Core competencies are relevant to all roles in Te Puni Kōkiri but may be required at different levels of ability and complexity. The following is required for this role:

**Māori Perspective**

* Have some understanding of Māori values and knowledge including its origins
* Have basic Te Reo Māori including some vocabulary and structure
* Have an understanding of tikanga and are confident in situations where observed
* Apply a Māori paradigm to your work
* Work alongside Māori groups and take the time to earn their respect
* Understand the basic principles of the Treaty of Waitangi from both Māori and Crown perspectives

**Leadership**

* Develop a professional approach to your work
* Share knowledge and information
* Show commitment to team goals
* Work collaboratively with other members of the organisation
* Work within any change requirements

**Relationship Management**

* Understand principles of Māori interrelationships and acknowledge when dealing with people
* Actively participate and enjoy building the capability of the team
* Promote a friendly, cooperative climate in groups and teams
* Identify stakeholder needs and follow up to address them
* Build and maintain the formal and informal networks and relationships that are important to the achievement of work objectives
* Show an interest in people’s issues and activities that go beyond the immediate work
* Engage others before making decisions
* Come face to face with conflict rather than trying to avoid it

**Communicating Effectively**

* Use basic Te Reo Māori in your work and know when it is appropriate to use
* Communicate kanohi ki te kanohi where possible
* Prepare and present clear and concise, written and verbal information to individuals or groups
* Set out arguments logically to persuade others
* Consider different communication methods and mediums to convey the desired message
* Deliver difficult messages tactfully
* Listen and ensure understanding of other people’s viewpoints
* Convey relevant information to interested parties
* Contribute important information to team discussions

**Results Orientation**

* Understand business plans and advise on medium to long term improvement
* Plan work and significant projects identifying timeframes and priorities; organise and allocate resource; monitor work streams and report on progress
* Analyse complex situations by: breaking into constituent parts; recognise and assess likely causal factors; interpret the information available; look for connections, and devise effective solutions
* Use contemporary and traditional Māori knowledge to achieve results
* Actively consider risk involved in problems or issues and act to mitigate and/or advise appropriate others
* Define work in terms of results and pursue success with energy and drive
* Monitor conditions to anticipate the need to change

**Business Understanding**

* Understand the importance of tradition and contemporary knowledge for Maori development
* Commit to and promote the organisation’s strategies and business objectives
* Set operational strategy to achieve business to achieve business goals
* Understand the reasons behind business policy and procedures and monitor effectiveness
* Understand the purpose and current work of other group in the organisation
* Understand the treaty of Waitangi and how it applies to the work of te Puni Kokiri
* Understand and consider impact of decisions on wider State Sector
* Work collaboratively with other government agencies
* Have a thorough understanding of the political environment that Te Puni Kokiri operates in
* Understand the needs of Te Puni Kokiri’s stakeholders and respond to them

**KEY RELATIONSHIPS**

There are key internal and external contacts with whom this position has to maintain or develop professional relationships. Key contacts will be those that have regular involvement or impact on the position and those that are essential in achieving particular outcomes, including the nature and purpose of the relationship as to why the relationships exists and what the relationships enables.

**Internal**

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| Contact | Nature and Purpose of Relationship |
| Project Teams | Provide strategic oversight and leadership. |
| Manager Ministerials and Business Support | Line Manager |
| Managers in Organisational Support Te Puni | Administrative support in area of responsibility |
| Te Puni Kōkiri Staff | Gather information relevant to projects and keep up to date on work relevant to them. |

**External**

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| --- | --- |
| Contact | Nature and Purpose of Relationship |
| Other government agencies | Participate in and cross agency projects or forum as requested. |
| Māori communities | Consult and communicate with relevant Māori groups about programmes affecting that group. |

**DECISION MAKING AUTHORITY**

The schedule of delegated authorities detail those departmental and non-departmental decisions that this position is authorised to make. The following summarises the key decision making authorities.

**Human Resource Authority**

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| **Area of Delegation** | **Delegated Authority** |
| Recruitment | **nil** |
| Remuneration | **nil** |
| Development and performance | **nil** |
| Ending employment | **nil** |

**Financial Authority**

|  |  |
| --- | --- |
| **Delegation Level** | **Nil** |
| Maximum Expenditure Limit | Nil |

**Non Departmental Delegations**

**Nil**