**Kaiwhakahaere**

**Administrator**

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|  | **Te Puni:** | Te Puni Hononga Kaupapa Here - Policy Partnerships |
| **Reports to:** |  Tumu Whakahaere - Manager, Policy |
| **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 Statement**

The Policy Partnerships Te Puni works to design, develop and deliver policies that have a significant impact on Māori.

Our work involves policy leadership across a range of Māori specific initiatives; and influencing policy advice provided more widely across the state sector to ensure that other agencies consider, and address, improving the quality of outcomes for whānau, hapū, iwi and Māori.

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

**PURPOSE**

The Administrator is responsible for providing administrative services to support the efficient day to day operation of a policy team. The Administrator has the ability to develop and maintain effective relationships and communicate effectively with a wide range of people.

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

The Administrator will also be responsible for ensuring that all quality assurance processes, including appropriate peer review have been completed before work is submitted to the Deputy Chief Executive.

**DIMENSIONS**

**Range of Influence**

Administration support across the team

**Leadership**

NĀ

**Financial**

NĀ

**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 AND DELIVERABLES**

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| Work collaboratively | * Work collaboratively with other Administrators and business support roles to provide an integrated and seamless service
* Ensure effective information flows both within the Policy Partnerships Te Puni and with other parts of Te Puni Kōkiri
* Develop and maintain effective relationships across the Policy Partnerships Wāhanga and across Te Puni Kōkiri
* Provide support to other teams across Te Puni Kōkiri as required
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| Deliver administrative services | * Provide proactive and highly efficient personal administrative services to the Manager/s and teams
* Proactively consider the administrative support needs of the team in relation to the work programme and work with the Manager to ensure resource needs are planned
* Delivery areas include but are not limited to:
* Document management and presentation
* Stakeholder relationships management
* Email management
* Travel and event bookings and coordination
* Secretariat support
* Programme and project management support
* Diary and meeting management
* Budget tracking and reporting
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| Knowledge and improvement of systems and processes | * Understand and keep updated with Te Puni Kōkiri systems and processes
* Promote the use of administrative systems and processes
* Maintain knowledge management system on behalf of policy team including ensuring team outputs are stored and coded in accordance with Te Puni Kōkiri knowledge management standards and policies
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| Quality control  | * Vet material to ensure that the formatting, quality and appropriate peer review has been achieved
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**KNOWLEDGE, SKILL AND EXPERIENCE**

* Demonstrated administrative and secretarial 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 of 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.

**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

Role specific competencies describe requirements specific to a role:

**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 role 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 and policies 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 resolve 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 the 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 policy projects with close supervision and in a clearly defined role and with clear outputs. These project teams may work team and te puni.

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 policies.
* You may be asked to research costs and assist with budgeting calculations for projects you are contributing to.

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| CORE CompetenciesCore 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*** Show respect for and have an interest in Māori history and traditions
* Use basic greetings and pronunciation of Te Reo Māori
* Are comfortable in situations where tikanga is observed and show respect for its importance
* Are open to working with Māori concepts and traditions
* Show respect for Māori groups and are comfortable working in a Māori environment
* Understand the importance of the Treaty of Waitangi

**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
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**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**

* Plan work and projects by identifying objectives, timeframes and priorities; then monitor and report on progress
* Solve problems by breaking down into parts, gather information from appropriate sources and identify the links between situations and information
* Incorporate Māori concepts and values into your work approach
* Recognise when problems or issues create risk and act to mitigate and/or advise appropriate others
* Pursue work with energy, drive and a need to finish
* Read changing work demands and respond positively.

**Business Understanding**

* Model Te Puni Kōkiri’s values
* Align your work with organisation’s strategies and objectives
* Have a commitment to business policy and procedures and act to uphold them
* Understand roles and functions of business groups and how they interrelate
* Understand the basic principles of the Treaty of Waitangi and apply to your work
* Understand high level operation of government
* Understand and acknowledge relationships with other government agencies
* Maintain awareness of the political environment
* Consider impact of decisions on Te Puni Kōkiri’s stakeholders

**KEY RELATIONSHIPS**

**Internal**

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| --- | --- |
| **Contact** | **Nature and Purpose of Relationship** |
| Project teams | Participate in policy projects |
| Regional Partnerships Staff | Gather information relevant to policy projects and keep up to date on work relevant to them |

**External**

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| --- | --- |
| **Contact** | **Nature and Purpose of Relationship** |
| Policy staff in government agencies | Participate in cross agency projects or forum |
| Māori communities | Consult and communicate with relevant Māori groups about policy projects 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**

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

**Non Departmental Delegations**

**Nil**