

Position Description

Position: Administration Support

Reports to: Business Manager

Date: October 2022

Purpose of Position

To provide excellent service and care for all visitors (and phone/email enquires) to the Trust.

To carry out a broad range of day-to-day office functions and duties, including the timely and accurate completion of financial and administrative requirements.

Principal Accountabilities	Expected Outcomes
Service Excellence	<ul style="list-style-type: none"> • Visitors are welcomed and telephones answered in a polite, professional, and timely manner • A timely response is provided to peers, customers, all queries are passed to the appropriate person. This includes Trust emails that are delegated to the role. • Refreshments are organised for meetings and functions as needed. • Rooms for meetings are set up and packed down based on the requirements for each meeting and numbers attending (tables, seating, screen, whiteboard etc). • Confidentiality regarding the Trust and our visitors is maintained.
Administration	<ul style="list-style-type: none"> • General administration duties such as file and information management, documentation support, photocopying and data entry is completed in a timely manner as required. • Office supplies are maintained. • Accurate data entry of supplier and invoice information is completed into the financial system. • Accurate data entry of information into other internal systems completed • Back up for the wider team is provided as needed
Quality and other Duties	<ul style="list-style-type: none"> • Duties are performed as required in accordance with operational requirements • Flexibility and willingness to perform a variety of tasks is demonstrated • Trust Standards and procedures are adhered to at all times • Develop a positive working relationship with others throughout the Trust • Maintain a willingness to “go the extra mile”
Special Projects	<ul style="list-style-type: none"> • Registration Database <ul style="list-style-type: none"> ○ Answering registration queries ○ Manual input of forms ○ Online management of the database platform • Trustee Elections <ul style="list-style-type: none"> ○ Working in partnership with Business Manager and Chief Returning Officer • Trust Advertising and Marketing Requirements <ul style="list-style-type: none"> ○ Website Management ○ Trust Advertising/Online and printed publications

	<ul style="list-style-type: none"> ○ Creation of material e.g. Public notice adverts, Annual Report ● Events Calendar <ul style="list-style-type: none"> ○ Creating a calendar of events that is specific to Ngāti Kahungunu ki Heretaunga me Tamatea kaupapa
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Key Working Relationships	
Internal	<ul style="list-style-type: none"> - Business Manager - Chief Executive Officer (CEO) - Senior Relationships Officer (SRO) - HTST Trustees - Relevant HTST sub-committees and working groups - HTST staff, and contractors
External	<ul style="list-style-type: none"> - Beneficiaries - Marae, Hapū, Iwi Organisations - Kaumātua and Kuia - Accountant - IT Services - other service providers

Personal Attributes
<ul style="list-style-type: none"> ● Display a good level of cultural affinity to the ethos of Ngāti Kahungunu ● Embrace the team culture ● Honest, dependable, and reliable ● Able to work in a team ● Adaptable to a change ● Dress code - Business casual attire

Key Competencies
<ul style="list-style-type: none"> ● Driver's Licence (minimum requirement "Restricted Licence") ● Willingness to learn new skills ● Excellent communication skills, both written and oral ● Knowledge of and commitment to Te Tiriti o Waitangi ● Commitment to Ngāti Kahungunu tikanga, te reo and knowledge. ● Commitment to working with clients and colleagues in a culturally sensitive and appropriate manner. ● Knowledge of and commitment to functions and objectives of Heretaunga Tamatea Settlement Trust. ● Good computer skills – Microsoft Office Suite, xero and other fit for purpose software ● Professional presentation ● Accurate and care for work outcomes ● Flexibility and ability to adapt to meet changing priorities of the Trust.

Qualifications Experience
<ul style="list-style-type: none"> ● Desirable to have some reception and or administration experience

Acknowledgement
<p>This job description has been designed to indicate the general nature and level of work performed by employee within this designated position. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role as other duties may be delegated from time to time by the Chief Executive or their delegate.</p>

I have read and understood the above position description and accept the above responsibilities

Name	Signature	Date Signed