



Position:	Administrator
Hours:	30 hours per week – Fixed Term 6 months
Location:	Tauranga
Purpose Of Position:	To undertake administration, reception and other general office duties for a busy Child Development Service
Service Outcomes Sought:	<ul style="list-style-type: none">• That key internal and external relationships are positively maintained• That appointment booking is done courteously and efficiently and non-attendance rates are minimised• That administration and finance tasks are completed efficiently to ensure the smooth running of the office
Reports To:	<ul style="list-style-type: none">• Office Manager
Key Relationships: Internal	<ul style="list-style-type: none">• Te Whānau Kotahi employees, Te Whānau Kotahi Board members
Key Relationships: External	<ul style="list-style-type: none">• Children experiencing disabilities and their Families/Whānau• Paediatricians, DHB, MOH, MOE, 3D, NASC• Suppliers e.g. equipment, photocopier, cleaner

Key Task 1

To provide administration support to staff including typing and distributing letters, booking appointments, and ensuring that all correspondence is recorded on the CRM

Performance Indicators

- That staff are supported in their roles and that their requests are met in positive, efficient manner and deadlines are met.
- That 'did not attends' for appointments are minimised

Key Task 2

To provide administration support for the coordination of referrals to and within the service, based on service criteria, supporting and facilitating the service planning process.

Performance Indicators

- That staff are supported in their roles and that their requests are met in positive, efficient manner and deadlines are met
- That systems are operated which enable all referrals to be promptly responded to
- All documentation with regard to referrals; assessments and services will be prepared in a timely manner and kept current

Key Tasks 3

To undertake basic book-keeping duties including processing invoices for payment, raising bills and preparing bank reconciliations as directed by the office manager

Performance Indicators

- That the office manager is supported in their role and that deadlines are met
- That the finance system is operated in a way which enables all monthly reports to be promptly run
- That all supporting documentation with regard to financial transactions will be prepared in a timely manner

Key Task 4

To provide friendly, efficient and proactive client and family/whanau reception service.

Performance Indicators

- That all telephone contacts are dealt with in a courteous and helpful manner at all times.
- Accurate messages are taken when necessary and passed on to relevant team members.
- That all visitors are dealt with in a welcoming and efficient manner.
- That requests for assistance are met in an efficient, timely manner and deadlines are met.

Key Task 5

To provide other clerical and administrative tasks as requested to enable Te Whānau Kotahi to function smoothly.

Performance Indicators

- That client databases are kept up-to-date.
- That inwards/outwards mail is processed each day.
- That staff are supported in their roles and that their requests are met in positive, efficient manner and deadlines are met.
- That staff are assisted and supported with basic I.T. and office equipment issues.
- That car maintenance work is carried out and vehicle booking system functions effectively.
- That the building is opened each morning and locked each evening in accordance with Health and Safety and Fire Regulations.
- That Health and Safety Policies and Procedures appropriate to administration role are understood and implemented.

Key Task 6

To work in ways which are consistent with Treaty of Waitangi and the values of Te Whānau Kotahi - a child and family-led Child Development Service

Performance Indicators

- Recognises the cultural requirements of Maori staff and clients such as the use of Tikanga and acceptable methods of communication.
- Understanding of cultural sensitivity and responsiveness to Maori considering the principles of the Treaty of Waitangi; and Pacific peoples and other cultures; dealing with people from a range of diverse backgrounds
- Recognises the values of diversity and inclusion and is an advocate for the rights of children experiencing disability

Key Task 7

To support and maintain effective teamwork.

Performance Indicators

- Development and maintenance of positive working relationships with colleagues
- Shares expertise and knowledge with others
- Resolves differences, seeking mutually acceptable outcomes
- Regular attendance and constructive participation in team, service and planning meetings
- Acts to promote a friendly co-operative climate

Person Specification:

- Experience of or willingness to learn about matters relating to children experiencing disability.
- Understanding of and commitment to philosophy of inclusion.
- Commitment to and willingness to learn about Treaty of Waitangi and Bi-culturalism.
- Knowledge of, and experience with Microsoft Office packages, especially Word, Access, Excel and Publisher.
- Knowledge and experience of CRMs and Accounting Packages e.g. Xero, MYOB
- Fast and accurate keyboard skills.
- High level of frontline reception and service skills and excellent telephone manner.
- Relevant experience of and/or qualifications in general office and administration skills.
- Ability to multi-task and use initiative.
- Ability to work as part of a team and be flexible.
- Good stress and time management skills.
- Good problem solving skills.
- Current driver's licence.

Signed: _____
(Staff Member)

Signed: _____
(Office Manager)

Date: _____

Date: _____