



Position Description

Position Title: Te Pae Tata Administrator

Responsible to: Te Pae Tata Manager

Location: Te Pae Tata
43A Ruapehu Road
Ohakune

Term: Fixed term 1 year, fulltime Monday – Friday 8.30am-5pm

Position Purpose:

- Successfully deliver the administration and customer service function relating to the operations of Te Pae Tata, Ruapehu Community Learning & Tech Hub and the Waituhi Business Centre
- Provide support in running the holiday programmes and workshops

Background:

Te Pae Tata was established in 2016 through the implementation of the Ruapehu Whānau Transformation plan, an iwi-led, community-driven plan of action that seeks to enable whānau empowerment across the Ruapehu rohe.

Te Pae Tata is seen a platform of innovation for our community, and ultimately is established to grow Ruapehu learners, creators and leaders. As a social enterprise Te Pae Tata has a business strategy to become financially self-sufficient by the fourth year of operation. A critical part of the business strategy is the successful delivery of the technology programmes, and a credible reputation to provide digital-technology curriculum which will lead to beneficial contracts and partnerships.

Te Pae Tata is run by Ngā Waihua O Paerangi Trust as the over arching organisation and employer.

Working Relationships:

- Te Pae Tata Manager
- Te Pae Tata Tech Tutor (Pouako Hangarau)
- Waituhi Programme co-ordinator
- Rawe Creative
- Clients
- Learners
- Parents
- Ngā Waihua O Paerangi office
- Ruapehu Recruitment
- Ruapehu REAP
- Ruapehu College

Core Staff Values

Kia MANA ai ngā mahi - To act with INTEGRITY and HONESTY

Kia mau ai ki te MANAAKITANGA - To CARE WHOLEHEARTEDLY

Kia tika ai tōu TŪRANGAWAEWAE - To be ACCOUNTABLE

Kia ū ai ki ngā TIKANGA - To be DUTY BOUND

Kia rapu ai i te MEA NGARO - To unleash POTENTIAL

Key Accountabilities:

ADMINISTRATIVE (SOLUTION AND SYSTEM) LEADERSHIP

<ul style="list-style-type: none">• Establish, implement and maintain administrative systems and processes• Identify areas to improve administrative systems or processes• Support service delivery by providing efficient administrative support to the Manager and Tech Tutor/s• Monitor reporting dates of any contractual requirements• Prepare administrative documents• Process financial documents• Participation and engagement in team meetings, planning and other team processes and projects• Other duties that can reasonably be requested from time to time within the framework of this position• Social media management	<ul style="list-style-type: none">• Manager is satisfied with the administration documents and support provided within required timeframes.• All financial documents processed correctly and in a timely manner.• Administration systems maintained, and reviewed quarterly for improvements.• Evidence of ongoing maintenance or improvements to administrations systems and processes.• Contractual reporting timeframes met• All social media platforms are active and maintained
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RECEPTION/ CUSTOMER SERVICE

<ul style="list-style-type: none">• Visitors are left with positive impression of Te Pae Tata• All visitors sign register on arrival, and sign out on departure• All bookings for facilities and co-working space are responded to and processed• Incoming and outgoing correspondence and goods managed and distributed / filed appropriately	<ul style="list-style-type: none">• Ensure facility is kept tidy and clutter free• Building Maintenance plan completed• Excellent customer service provided to all visitors• FAQs kept and updated to assist with phone/web enquiries
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<ul style="list-style-type: none"> • All phone calls answered and dealt with professionally • Awareness at all times, of staff and visitor movements to communicate with other team members or clients where required 	<ul style="list-style-type: none"> • Stationary and general supplies kept replenished • Excellent service/communications provided to all colleagues and customers, in accordance with Te Pae Tata service standards
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FACILITY CO-ORDINATION

<ul style="list-style-type: none"> • Bookings and management of equipment and meeting spaces managed effectively • Resources and catering booked as required • 5 Year property maintenance plan established/maintained • Manage booking system, and bookings of facility • Provide co-ordination support to the Tech Tutor/tech programmes • Where possible, identify administrative risks to service delivery, and offer solutions-focussed advice 	<ul style="list-style-type: none"> • Booking systems maintained, utilized and kept up to date • Able to use all hardware in the facility, and help others to use too • Facility hire contractual Agreements all up to date, on file and related invoices processed in timely manner • All financial system requirements met ie. Purchase orders used when booking catering and acquiring any new resources. • Evidence of Tech Tutor satisfaction with coordinated support • Property maintenance plan on track • All Lease requirements maintained/met
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INFORMATION MANAGEMENT

<ul style="list-style-type: none"> • Key databases/ contact lists kept up to date including suppliers and contractors • IT system well managed and maintained • Operations manual kept up to date • Health and safety management systems utilised and maintained 	<ul style="list-style-type: none"> • Filing kept up to date and systemised • Liaise with key staff to keep contacts up to date • Perform daily backups and liaise with IT providers as required • Online database systemised, for easy use
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HEALTH AND SAFETY

<ul style="list-style-type: none"> • Health and safety management systems utilised and maintained • Identify risks and hazards associated with the workplace for all occupants of Te Pae Tata • Promote a positive health and safety culture in the workplace 	<ul style="list-style-type: none"> • Staff given incident forms when required and assisted to complete • New hazards recorded in register, when identified • Insure all staff and stakeholders sign in to the building • Assit manager in health and safety induction for building users including new staff
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RELATIONSHIPS & COMMUNICATIONS

<ul style="list-style-type: none"> • Maintain effective working relationships, through strong, consistent and professional communications • Work closely with Trust staff, contractors, subsidiaries, partners and associates • Liaise and work with other organisations who are involved with establishing and/or delivering services in Te Pae Tata • Be able to communicate clearly the objectives, intentions and activities of Te Pae Tata, in accordance with the Business Strategy 	<ul style="list-style-type: none"> • Evidence of satisfactory communications from stakeholders and/or colleagues • Other service providers within facility satisfied with working relationship/ outputs, e.g. REAP, Ruapehu Recruitment and Hot Desk users • Website information and content up to date at all times. • Promotional materials available within required time-frames, in accordance with Te Pae Tata service standards
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Specifications:

ESSENTIAL:	DESIRABLE:
<ul style="list-style-type: none"> • Significant, proven success in an administration role • Significant, proven success in a customer service role • Demonstrated success in self-managing work outputs • Excellent communication skills • Strong computer literacy; ability to work with multiple software, cloud-based and IT systems • Proven ability to co-ordinate groups, schedules or workshops. • Maintain a professional manner, treat team members with respect and be honest in all regard. • Motivation for consistent upskilling in technology advances • An understanding of quality management systems eg. policies, procedures. • Demonstrated management in social media channels • Demonstrated understanding of the Health and Safety at Work Act 2015. 	<ul style="list-style-type: none"> • Experience in project co-ordination. • Confidence in a kaupapa Māori setting with an understanding of tikanga, kawa and te reo Māori • An understanding of digital technology-based business systems and practices • Demonstrated experience in the administration of and utilisation of a compliant Health and Safety Management system

Note:

The successful applicant will have agreed to participate in the New Zealand Police Vetting Service process, enabling Ngā Waihua O Paerangi to make an informed decision about their employees.

ACKNOWLEDGEMENT:

I have read and understand the requirements of the role, responsibilities and accountabilities as outlined within this Position Description.

Employee:

Signature:

Manager:

Signature: