



Position Title:	Administrator
Location:	Pukete Neighbourhood House
Reporting to:	House Manager and Assistant Manager (Business Development Manager)
Status:	Permanent Part Time (20Hrs)

POSITION OBJECTIVES

This position has three major objectives:

Objective 1 is to be responsible for maintaining professional general office services and support that underpin excellent customer service

Objective 2 is to provide administrative support to senior members of the management team when and where requested

Objective 3 is to provide administrative support to the successful operation of community based events, services and initiatives

POSITION SUMMARY

The Administrator is responsible for the running of the general office administrative processes and systems. The Administrator will ensure phones and reception are managed at all times and the appearance of the office is of a high professional standard. The Administrator will maintain office processes and systems that support the administrative requirements of senior management, community events, services, initiatives and general operation of the Neighbourhood House.

ESSENTIAL PREREQUISITES

- Experience working in an administration role
- Experience in/or understanding of the community sector
- Strong interpersonal skills – relates well to people
- Competent in computer literacy skills – including Microsoft Office, Poster Design, MailChimp
- Competent Numerical skills – Willingness to undertake Financial Mentor training
- Familiar with the use of social media
- Confident with the use of technology
- High degree of organisational skills and attention to detail
- High level of accuracy
- Ability to use initiative
- Critical thinker
- Ability to build meaningful and collaborative relationships with community partners
- Effective communicator
- Clean full driver's license
- Return a satisfactory Police Record check
- Physically Fit – E.g. Ability to facilitate Walking group



PERSONAL AND PROFESSIONAL ATTRIBUTES

- A commitment to the values, vision and goals of the Pukete Neighbourhood House
- Demonstrated professional appearance and approach
- Willingness to work as an enthusiastic and committed team member

PHYSICAL REQUIREMENTS

- Awareness of Health & Safety legislation as it applies to this role
- Maintain a pleasant, welcoming and safe working environment within the general office
- Awareness of the safety required while working in an environment with children attending
- A demonstrated commitment to child protection and the safeguarding of children and young people in our care

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable for the overall running of the general office process and systems
- Develop in conjunction with House Management, process and systems that facilitate efficient and effective running of the general office

KEY ACCOUNTABILITIES

1. MANAGE THE EFFECTIVE ADMINISTRATION OF THE GENERAL OFFICE

- a. Ensure telephones are answered in a professional manner at all times and telephone systems are maintained
- b. Maintain the general office, meeting spaces and community spaces so that they are clean and tidy, always providing a professional image
- c. Ensure office equipment and consumables are provided and maintained
- d. Provide sufficient stocks of resources as directed and as required by the general office, community services and initiatives. Including stationery and consumables.

2. MANAGE THE EFFECTIVE ADMINISTRATION AND SUPPORT TO KEY ORGANISATIONAL STAFF

- a. Provide general reception, administration and processing support to senior members of the "House" management team
- b. Collaborate with key staff in the production of quarterly community newsletter
- c. Provide back-up in the absence of key staff
- d. Take notes and prepare minutes from community and staff meetings
- e. Undertake any task reasonably requested by "House" management

3. MANAGE ADMINISTRATIVE SUPPORT TO THE SUCCESSFUL OPERATION OF COMMUNITY BASED EVENTS, SERVICES AND INITIATIVES

- a. Organise rooms for community events, including meetings, workshops, and gatherings
- b. Facilitate Neighbourhood House user groups
- c. Facilitate regular House "events", services and initiatives
- d. Provide support in development, marketing, preparation, delivery and evaluation of large scale community events
- e. Promote "House" events, services and initiatives through relevant marketing processes
- f. Administer "House" social media platforms, Facebook



LEGISLATION AND POLICY

This employee must:

- Abide by New Zealand laws and the policies of the Pukete Neighbourhood House. Any criminal or civil action taken against the employee must be reported immediately to the House Manager
- Familiarise him/herself with Pukete Neighbourhood House policy and procedures; ensuring compliance with health and safety, vulnerable children and privacy legislation
- Take responsibility for their personal safety and the wellbeing of our children and families, other employees, contractors and visitors to the facility
- Make decisions only within their delegated responsibilities

Employees must:

- Display respect for themselves and their colleagues
- Have a commitment to teamwork and contribute to the team and organisation by seeking ways to continually improve
- Act with integrity and work in a professional manner, respecting and valuing the diversity of others
- Attend staff meetings and professional development when required
- Maintain confidentiality and exercise discretion in relation to all Pukete Neighbourhood House business and service operation. Including (but not limited to) child, family and employee information and personal information concerning colleagues
- Report to management (without delay) any concerns regarding the safeguarding of children or young people in our care

POSITION ENDORSEMENT

I accept this Position Description:

Name: _____

Signature: _____

Date: _____

Name: _____

Signature: _____

Date: _____

Signed on behalf of Pukete Neighbourhood House Manager