



Tairangahia a tua whakarere; Tatakihia nga reanga o amuri ake nei
Honouring the Past; Inspiring the Future

POSITION DESCRIPTION

Job Title	Business Systems Advisor / Kaitohutohu Pūnaha Whakahaere
Team/Directorate	Corporate Services Team / Policy, Strategy and Corporate Services Directorate
Reports To	Manager Knowledge Services
Role Purpose	<p>The Business Systems Advisor is to provide a broad range of general and specialised advice and administrative services to the Policy, Strategy and Corporate Services Directorate; and to the wider organisation.</p> <p>The Business Systems Advisor will be allocated to work primarily for their specific Directorate/teams but day-to-day tasks may change depending on workloads and requirements of both the Directorate and Heritage New Zealand Pouhere Taonga (HNZPT).</p>
Direct Reports	Nil
Key Relationships	<p>The position has a relationship of value with all Heritage New Zealand Pouhere Taonga staff and all external customers. Its key relationships, however, are:</p> <p>Internal – Manager Knowledge Services, Director Corporate Services, Director Policy, Director Organisational Development and Project Systems Advisor.</p> <p>External – Information Technology service providers to Heritage New Zealand Pouhere Taonga, and suppliers.</p>

Key Responsibilities	Deliverables/Outcomes
Information and Communications Technology	<p><i>This will involve tasks such as:</i></p> <ul style="list-style-type: none">• Uses expertise in Microsoft Office and 365 to guide, advise and mentor staff to make best use of these tools.• Advise our service providers to ensure all HNZPT staff, particularly new employees, have the appropriate IT equipment and applications, mobile devices and connections• Provide advice for the trial, research and development of solutions, projects and processes to improve and deploy current, and future, ICT systems with our service providers• Create, change, or remove user accounts and access permissions for business systems, devices, following HNZPT policies and processes, when formally advised• Efficiently manage and communicate technology changes for business systems, end-user devices, and other technology rollouts.

	<ul style="list-style-type: none"> • In conjunction with the Training and Development Advisor, induct new users and advise of optimal use of computer, mobile devices, and applications • Develop, maintain, and provide, end user instructions for applications, equipment, and systems • Be proactive in sourcing and recommending new IT technology as appropriate • Project manage, or project lead, systems upgrade or implementation projects. • Maintain the ICT Asset Register.
Administrative and Team Support	<p><i>This will involve tasks such as:</i></p> <ul style="list-style-type: none"> • Provide advice and administrative support to enable the smooth operation and maintenance of office systems, resources and equipment that supports the Policy, Strategy and Corporate Services Directorate’s work programme. • Provide timely and accurate advice to team staff on the HNZPT knowledge, information and communications technology, procurement, and asset management policies. • Drive improvement as it relates to administrative processes • Assist with contract administration and maintain the Contracts Register.
Knowledge and Information Management	<p><i>This will involve tasks such as:</i></p> <ul style="list-style-type: none"> • Interpret and maintain programme databases and information tools e.g. contract management spreadsheets, contact lists for Directorate/Team, InMagic Presto. • Assist and advise the Policy Team, as required, with: <ul style="list-style-type: none"> ○ the Pātaka Heritage Places Database; and ○ reporting on the organisation’s Key Performance Indicators • Coordinate Directorate website and intranet updates • Provide advice to the Manager Knowledge Services about, and assist with administration of, information systems and databases.
Internal and External Relationship Management	Establish and maintain positive professional relationships internally and externally (particularly with stakeholders).
Bi-cultural Responsiveness	Promotes the principles of the Treaty of Waitangi (Te Tiriti o Waitangi), the vision for Māori Heritage (Tapuwae), and E Tipu te Waerenga (HNZPT’s Māori Language Plan) in their work.
Health and Safety	Ensure all requirements of health and safety are exceeded.

Other duties may be reasonably assigned to this position in consultation with your manager.

Person specification - Essential Competencies and Attributes

Customer Service	<p>Displays commitment to delivering quality and timely advice and services to internal and external customers.</p> <p>Demonstrates respect for the needs and aspirations of internal and external customers.</p> <p>Possesses and demonstrates energy and a positive attitude.</p>
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Adaptability	<p>Uses time management skills to complete tasks in a timely manner but also be agile in approach.</p> <p>Receptive to new ideas; willing and able to adjust to changing demands and circumstances.</p> <p>Comes up with new ideas and identifies fresh/innovative approaches to completing duties in a more efficient manner.</p>
Professionalism	<p>Demonstrates high ethical standards, honesty, integrity, commitment and loyalty in behaviour and work performance.</p> <p>Sets high standards of excellence and quality of performance.</p> <p>Remains calm, objective and in control in stressful situations.</p> <p>Able to learn new information quickly and accurately.</p> <p>Solutions focused.</p> <p>Provides robust and reliable advice and decision-making, which is data- and analysis-driven.</p>
Communication	<p>Communicates the position of Heritage New Zealand clearly and courteously to customers.</p> <p>Listens actively and constructively.</p> <p>Produces written communications that are fit-for-purpose, informative, clear and concise.</p>
Team Relationships	<p>Builds and maintains positive and constructive working relationships with a range of people.</p> <p>Fosters and exhibits a strong team spirit.</p> <p>Co-operates and works well with others in the pursuit of team goals; shares information; supports others.</p>
Organisational Behaviours and Values	<p>Demonstrates the organisational behaviours and values.</p>

In everything we do, Heritage New Zealand Pouhere Taonga staff demonstrate the following behaviours:

- **Tairangahia – Honouring and Respectful**
- **Kotahitanga – Collaborative and Unified**
- **Tatakihia –Inspiring and Progressive**
- **Manaakitanga – Considerate, Demonstrates Integrity and Authoritative**

Desired Qualifications and Professional Experiences

Professional Experience and qualifications	<p>Relevant Business Administration or IT tertiary qualification or at least 2 years proven equivalent professional experience.</p>
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