



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

**POSITION DESCRIPTION**

<b>Job Title</b>	Reception/Administrator
<b>Directorate/Team</b>	Corporate Services / Policy, Strategy, Corporate Services; or Area/Regional Team / Operations
<b>Report To</b>	Manager People Capability or Area Manager
<b>Role Purpose</b>	The Reception/ Administrator will be the first point of contact for public inquiries and carry out reception and administration duties.
<b>Direct Reports</b>	Nil
<b>Key Relationships</b>	Internal – Manager People Capability/ Area Manager, Heritage New Zealand staff.  External – All external customers, members and suppliers.

**Key Responsibilities**

	<b>Deliverables/Outcomes</b>
Performance Accountability (1)	General office administration  Manage the office email, incoming mail and telephone calls and ensure they are referred to the right person.  Assist with the monitoring of office contracts for car park leases, security, ground maintenance, cleaning and minor repairs as required.  Maintain and order kitchen and office supplies.  Make travel and accommodation bookings for staff, board and council members as needed.  Provide administrative support for staff in the office e.g. word processing, binding, photocopying, and arrange external photocopying services as required.  Ensure that the office car is kept well maintained and servicing is up to date.
Performance Accountability (2)	Functions and meeting support.  Handle bookings for meeting rooms and organise catering and equipment for internal and external meetings.  Provide function services for the meetings when required, ie water for the table, tea/coffee etc, and clean up the dishes.
Performance Accountability (3)	Information Management

	<p>For regional and area offices manage the regional records systems in collaboration with the Manager Knowledge Services. Undertake filing, print and circulate daily media clippings.</p> <p>Ensure that the library and associated storage areas are well organised and maintained to allow for efficient access to and retrieval of records and information.</p> <p>For national office print, circulate and upload daily media clippings. Assist with filing as required.</p>
Performance Accountability (4)	<p>Systems and database administration.</p> <p>Provide support to staff to ensure the databases reporting information entries are completed on time, including those on Pataka and Te Kete (intranet).</p>
Internal and External Relationship Management	<p>Establish and maintain positive professional relationships internally and externally (particularly with stakeholders).</p>
Bi-cultural Responsiveness	<p>Promotes the principles of the Treaty of Waitangi (Te Tiriti O Waitangi) and the vision for Maori Heritage (Tapuwae).</p>
Health and Safety	<p>Ensure all requirements of health and safety are exceeded that the hazard register is kept up to date and staff informed of health and safety issues.</p>
Organisational Policies and Procedures	<p>Establishes and maintains an understanding of the organisation's policies and procedures, and abides by them – e.g. information management, finance etc.</p>

#### Person specification - Essential Competencies and Attributes

Customer Service	<p>Displays commitment to delivering quality Heritage New Zealand services and to respecting the needs and aspirations of Heritage New Zealand's customers and of heritage stakeholders.</p> <p>Establishes constructive working relationships with managers and staff.</p> <p>Understands and displays sensitivity towards Maori spiritual and cultural values.</p> <p>Possesses energy and a positive attitude, is well groomed and has a natural ability in face to face interaction.</p>
Adaptability	<p>Able to respond in a timely and accurate manner to requests for information and assistance.</p> <p>Adaptable; receptive to new ideas; willing and able to adjust to changing demands and circumstances.</p> <p>Remains calm, objective and in control in stressful situations.</p> <p>Comes up with new ideas and identifies fresh approaches to completing duties in a more efficient manner.</p>

Professionalism	<p>Demonstrates honesty, integrity, commitment and loyalty in behaviour and work performance.</p> <p>Sets high standards of excellence and quality of performance.</p> <p>Able to learn new information quickly and accurately.</p>
Communication	<p>Communicates the position of Heritage New Zealand clearly and courteously to customers at all times.</p> <p>Listens actively and constructively.</p> <p>Produces written communications that are clear and concise.</p> <p>Is respectful to the needs of the organisations customers and of heritage stakeholders.</p>
Team Relationships	<p>Builds and maintains positive and constructive working relationships internally.</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> <p>Maintains high ethical standards; shows integrity and fairness in dealings with others; is reliable and trustworthy</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>Experience in administration and or customer service roles.</p> <p>Good working knowledge of Microsoft Word, Outlook Excel and data entry.</p> <p>Experience of servicing meetings.</p> <p>Excellent attention to detail.</p> <p>An interest in New Zealand’s historic heritage would be an advantage.</p>
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