



## **POSITION DESCRIPTION**

### **Te Kaiurungi/Office Manager**

Location	166 St Asaph St, City Centre, Christchurch 8011
Group	Management
Reports to	Te Kaiwhakahaere Matua
Dated	18 December 2021
Delegated Authority	TBA
Responsibility	Administration provision to organisation

#### **About Us**

We empower people to reach their full potential through personal growth, positive mental health, and wellbeing. As a kaupapa Māori provider, we combine clinical, cultural and community support into services that embrace the Māori view of wellbeing. By connecting you to the culture, traditions, and values of our tupuna, we help you achieve mental, physical, and spiritual health.

Our dedicated team of counsellors, community support workers and registered nurse's work with tamariki (children), taiohi (teenagers), pakeke (adults) and whānau. We are here to inspire you to get well, stay well, live well, and reach for the stars and beyond.

#### **Purpose of the position**

The Kaiurungi/Office Manager (OM) will support organisation Management, Team Leaders, and employees to ensure there are robust systems to support best practice and staff wellbeing.

The OM will work within the team responsible for the development, management, and administration of services within the organisation, assisting in managing and developing robust systems, efficient use of tools and the implementation of policies and procedures.

The Kaiurungi/Office Manager role is responsible for supporting the delivery of best practice and outstanding services across service lines and organisation.

#### **Working Relationships**

##### **Internal**

- Purapura Whetu Board of Trustees
- Te Kaiwhakahaere Matua/Chief Executive Officer
- Business Quality Manager
- Te Kakano Hauora
- Mana Ake
- Manu Ka Rere
- Te Ha Waitaha
- Transitions
- Ngā Maihi Supported Youth Accommodation
- Te Oriori
- Whānau Ora Navigator

- Muslim Wellbeing
- Te Waharoa
- Maui Clinic
- Te Tumu Waiora
- Social Media and Communications

#### External

- Whaiora and their whānau
- CDHB
- Professional Groups associated with Purapura Whetu Trust
- Local Māori communities
- Te Runanga o Ngai Tahu
- Community Providers and NGO's
- Government Agencies
- Quality Assurance Agencies

Key Responsibility Area	Tasks and Measures of Success
<b>Office Management</b>	<p>Tasks include but are not limited to;</p> <ul style="list-style-type: none"> <li>• Answering incoming calls; taking messages and re-directing calls as required</li> <li>• Dealing with email enquiries</li> <li>• Taking minutes</li> <li>• Data entry</li> <li>• General office management</li> <li>• Creating spreadsheets</li> <li>• Coordinating appointments and meetings and managing staff calendars and schedules.</li> <li>• Supervising, mentoring, training, and coaching our staff and delegating assignments to ensure maximum productivity.</li> <li>• Producing reports, composing correspondence, and drafting new contracts.</li> <li>• Assign and monitor administrative, and secretarial responsibilities and tasks among office staff</li> <li>• Organize orientation and training of new staff members</li> <li>• Perform review and analysis of special projects and keep management team is informed</li> <li>• Allocate available resources to enable successful task performance</li> <li>• Providing administration support to Team Leaders and Management team</li> </ul>
<b>Supporting the Leadership Team</b>	<ul style="list-style-type: none"> <li>• Support Management to implement strategic and business plans</li> <li>• Prepare high-quality reports to the Team Leaders and Management</li> <li>• Draft correspondence, contracts and other documentation as required</li> </ul> <p><b>Measure</b></p> <ul style="list-style-type: none"> <li>• Regularly offers support to Management/Team Leaders and their teams to solve problems.</li> <li>• Ensure the team is well informed to appropriately support their roles.</li> <li>• Requested documents are ready on time, accurate and of a high quality.</li> <li>• All delegations are exercised correctly and reported on appropriately.</li> </ul>

<b>Supporting People Management</b>	<ul style="list-style-type: none"> <li>• Support leadership team to provide competent, safety and working conditions.</li> <li>• Provide administration for recruitment.</li> <li>• Maintain employee cost and resourcing within allocated and agreed budgets</li> <li>• Provide administration support to new staff, volunteers, and students by supporting induction process where necessary.</li> <li>• Take a lead role organizing staff social activities that promote the culture of Purapura Whetu Trust</li> </ul> <p><b>Measure</b></p> <ul style="list-style-type: none"> <li>• Successful recruitment</li> <li>• Teams have the resources to perform to required standards.</li> <li>• Staff, students, and volunteers are supported during induction and site visits.</li> <li>• Teams experience well organized social activities.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Represent Purapura Whetu views and perspectives' when receiving guests' services users, other agencies, and stakeholders.</li> <li>• Establish and maintain sound working relationships with government departments and agencies, non-government organisation's, interest groups and other key stakeholders.</li> <li>• Meets regularly with Team Leaders and attend team meetings when required.</li> <li>• Field and forward any complaints or issues that are raised from other organizations or service users that work with our organisation.</li> </ul> <p><b>Measure</b></p> <ul style="list-style-type: none"> <li>• There is a supportive working relationship between Office Manager, Management, Team Leaders, and employees to ensure services are delivered professionally.</li> </ul>
<b>Service Development</b>	<ul style="list-style-type: none"> <li>• Ensures a whānau-friendly office environment that is welcoming and has space for whānau, including children.</li> <li>• Develop and maintain administration processes for Purapura Whetu services.</li> <li>• Contribute to and follow best practice policies.</li> <li>• Monitor and maintain all IT service level systems used by Purapura Whetu and update as required through training and the use of contracted providers.</li> </ul> <p><b>Measure</b></p> <ul style="list-style-type: none"> <li>• All administration processes and IT systems are up to date and effective.</li> <li>• All policies and administration processes are followed, up to date and effective.</li> <li>• Office is tidy and is well stocked with supplies required for staff and guests.</li> </ul>
<b>Operational Resources</b>	<ul style="list-style-type: none"> <li>• Manage resources effectively and efficiently complying with all financial, ethical, and other requirements expected of Purapura Whetu employees.</li> <li>• Exercise financial and human resource delegations appropriately.</li> <li>• Follow the financial administration process and check accuracy of inbound invoicing, statements and receipts, report discrepancies when required.</li> </ul> <p><b>Measure</b></p> <ul style="list-style-type: none"> <li>• Resources are appropriately used across the Purapura Whetu Trust business.</li> <li>• All financial authorities are executed and approved.</li> </ul>

<p><b>Te Pae Mahutonga (Health Promotion)</b></p>	<ul style="list-style-type: none"> <li>• Lead Te Pae Mahutonga (TPM) team.</li> <li>• Chair TPM held meetings</li> <li>• Develop, assess, improve, and monitor workplace safety, well-being capability and performance.</li> <li>• Responsible for developing and implementing policies by setting up procedures and standards to guide the operation of the organisation</li> <li>• Ensure that results are measured against standards, while making necessary changes along the way</li> <li>• Ensure vehicles are stocked with required health and safety equipment. (i.e., GPS tracking, First aid kits)</li> <li>• Ensure weekly vehicle checks are being completed by teams.</li> <li>• Carry out quarterly vehicle inspections and meeting compliance standards.</li> <li>• Arrange cleaning, WOF, Registration, maintenance, and repairs for company vehicles.</li> <li>• Producing monthly and quartering reports for Te Kaiwhakahaere Matua and Purapura Whetu Board of Trustees</li> </ul> <p><b>Measure</b></p> <ul style="list-style-type: none"> <li>• All health and safety policies and procedures are followed.</li> <li>• Issues are raised and address on a frequent basis and documented in meeting minutes or the appropriate forms.</li> <li>• All company vehicles are maintained and safe for staff.</li> </ul>
<p><b>Workplace Safety and Risk Management</b></p>	<ul style="list-style-type: none"> <li>• Ensure the organisation is meeting Health and Safety responsibilities. Understands and is managing key risk <ul style="list-style-type: none"> <li>○ Report, investigate record information using Safe365 risk /hazard report that identifies risks to ensure processes and systems are in place to manage those risks.</li> <li>○ Maintain good communication with Te Pae Mahutonga, Management, Team Leaders, and employees advising risk issues which may impact on the organisation and employees.</li> <li>○ All organisation risks are managed with urgency and raised with Te Kaiwhakahaere Matua immediately.</li> <li>○ Ensure Risk/Hazards are identified and controlled; Incident reports including near misses are reported, investigated, and recorded in Safe365.</li> <li>○ have relevant, up-to-date knowledge of workplace health and safety</li> <li>○ understand the nature of the organisation and its operations and associated health and safety risks.</li> <li>○ ensure the organisation has appropriate resources and processes to eliminate or minimize risk.</li> <li>○ ensure the organisation has processes for receiving, considering, and responding to information about incidents, hazards, and risks.</li> </ul> </li> </ul>
<p><b>Organisation Systems</b></p> <ul style="list-style-type: none"> <li>○ <b>Enable HR</b></li> <li>○ <b>Safe365</b></li> <li>○ <b>Paua</b></li> </ul>	<ul style="list-style-type: none"> <li>• Develop and implement organisation client, workplace safety and management systems to full capacity</li> <li>• Utilize systems to improve productivity</li> <li>• Oversee and manage a performance appraisal system that drives high performance</li> <li>• Develop and monitor overall HR strategies, systems, tactics, and procedures across the organisation</li> <li>• Assess training needs to apply and monitor training programs</li> <li>• Report to management and provide decision support through HR metrics</li> <li>• Ensure legal compliance throughout human resource management</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure security, integrity, and confidentiality of data is maintained</li> <li>• Extracting, producing, and presenting data reports for Team Leads and Management team.</li> </ul>
<b>Event Management</b>	<ul style="list-style-type: none"> <li>• Organise funding, sponsorship, and ticketing for the event</li> <li>• Plan and execute organisation events</li> <li>• Responsible for developing standards and promoting activities that enhance operational procedures</li> <li>• Develop concepts for an event in consultation with TPM</li> <li>• Work closely with staff, contractors, and volunteers</li> <li>• Create plans and documentation for the event</li> <li>• Work out and manage a budget for the event</li> <li>• Book venues, services, and event equipment</li> <li>• Promote and market the event to media and relevant target groups</li> <li>• Oversee the running of events</li> <li>• Deal with enquiries about the event</li> <li>• evaluate the event and process.</li> </ul>
<b>Budgets and expenses</b>	<ul style="list-style-type: none"> <li>• Whakawhanaungatanga Day \$2,500 (Feb)</li> <li>• Matariki \$5,000 (Jul)</li> <li>• Hauora Week \$6,500 (Nov)</li> <li>• Hui-a-Raumati \$6,500 (Dec)</li> <li>• Networking and hui allowance of \$35 per week</li> </ul>

### **Professional Experience**

- Qualification in administration or related discipline
- Experience in acting in an advisory capacity to Management within the organisation
- Proven experience at a senior level leading an organisation or services
- Involvement in health and social services sector settings
- A high level of technical and professional knowledge in job-related areas
- Experience working with the Microsoft tools including excel and other reporting software
- Experience using and administrating client management systems
- An understanding of equity issues and the Treaty of Waitangi

### **Competencies**

- Motivates through Vision and Purpose – ability to inspire and align others to vision and purpose of the organisation and team initiatives
- Builds a Strong Team – creates strong morale and spirit, shares wins and successes, and fosters open dialogue
- Courage to tackle issues – doesn't hold back on anything that needs to be said, provides current and direct feedback, faces up to people problems quickly and directly
- Translates strategy into action – sees ahead clearly, can anticipate future consequences and trends accurately, is future oriented
- Drives for results – sets clear objectives and measures to monitor progress and results, can be counted on to exceed goals and steadfastly push others for results
- Navigates through ambiguity – can effectively cope with change, can decide and act without having the total picture, and is not upset when things are up in the air
- Builds partnerships – easily gains trust and support of other groups/agencies, can quickly find common ground, and solve problems for the good of all parties

- Decision Quality – has a wide-ranging perspective that contributes to excellent decision quality

**Attributes**

- Strong and committed work ethic.
- Excellence in moral and ethical standards and boundaries of practice.
- Ability to make decisions under duress, to assess options and take prompt action.
- Ability to work with colleagues in a respectful and mana enhancing manner.
- Willingness and desire to upskill in Health, Te Reo, Tikanga and Kawa and other areas
- A commitment to the philosophy and practices of Purapura Whetu Trust.
- Ability to work autonomously.
- Knowledge of and experience working with the Māori community and Government agencies.
- Knowledge of Te Reo, Tikanga and Kawa.
- Full driver's licence