



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

POSITION DESCRIPTION

Job Title	Business Support Administrator
Team/Directorate	Corporate Services Team/ Policy, Strategy and Corporate Services Directorate
Reports To	Manager Knowledge Services
Role Purpose	<p>The Business Support Administrator is to provide a broad range of general and specialised administrative services to the Directorate; the Policy, Strategy and Corporate Services Teams and to the organisation as a whole.</p> <p>The Business Support Administrator 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>Internal – Manager Knowledge Services, Director Corporate Services, Director Policy, Director Organisational Development, Area Managers, and Heritage New Zealand staff.</p> <p>External – All external customers, members and suppliers.</p>

Key Responsibilities

	Deliverables/Outcomes
Administrative and Team Support	<p><i>This will involve tasks such as:</i></p> <ul style="list-style-type: none"> • Provide administrative support to enable the smooth operation and maintenance of office systems, resources and equipment that supports the Policy, Strategy and Corporate Services Teams’ work programme. • Support and assist Directors/Managers to meet all of their organisational/team responsibilities that relate to administration including but not limited to: <ul style="list-style-type: none"> ○ preparation and response to routine correspondence ○ providing support to co-workers. • Provide timely and accurate advice to team staff on the HNZPT knowledge, information technology, procurement, and asset management policies. • Coordinate small projects from time to time as required • Drive process improvement as it relates to administrative process

	<ul style="list-style-type: none"> • Provide support (including minute taking) to meetings and other decision-making processes and ensure the allocation of action points • Support (contribute and be active in) team workforce planning across Directorates to ensure appropriate allocation of resources across programme and activity management
Contract and Activity Management Administration	<ul style="list-style-type: none"> • 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 • Assist the Organisational Development Team, as required, with administration of: <ul style="list-style-type: none"> ○ the membership Customer Relationship Management (CRM) database; and ○ the SPM asset management database • Assist the Policy Team, as required, with administration of: <ul style="list-style-type: none"> ○ the Pātaka Heritage Places Database; ○ the HNZPT annual National Visitor Survey; and ○ reporting on the organisation’s Key Performance Indicators • Coordinate Directorate website and intranet updates • Assist the Manager Knowledge Services with administration of information systems and databases as required
Information and Communications Technology	<p><i>This will involve tasks such as:</i></p> <ul style="list-style-type: none"> • Ensure all HNZPT staff, particularly new employees, have the appropriate IT equipment and applications, mobile devices and connections, by working with our service providers • Assist and contribute with the trial, research and development of solutions, projects and processes for the improvement of current, and deployment of 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. Working with our service providers to ensure they are tested, and implemented effectively with a minimum of disruption to the business and with communications to stakeholders and users as appropriate • In conjunction with the Training and Development Advisor, induct new users and advise of optimal use of computer, mobile devices, and applications

	<ul style="list-style-type: none"> • Develop, maintain, and provide, end user instructions for applications, equipment, and systems • Be proactive in sourcing and recommending new IT technology as appropriate • Maintain the ICT Asset Register
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) and the vision for Maori Heritage (Tapuwae).
Health and Safety	Ensure all requirements of health and safety are exceeded.

Person specification - Essential Competencies and Attributes

Customer Service	<p>Displays commitment to delivering quality HNZPT services and to respecting the needs and aspirations of HNZPT's customers and of heritage stakeholders.</p> <p>Establishes constructive working relationships with managers and staff.</p> <p>Understands and displays sensitivity towards Māori spiritual and cultural values.</p> <p>Possesses energy and a positive attitude, 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.</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 organisation's customers and of heritage stakeholders.</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>

	Maintains high ethical standards; shows integrity and fairness in dealings with others; is reliable and trustworthy
Organisational Behaviours and Values	Demonstrates the organisational behaviours and values.

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	<ul style="list-style-type: none"> • Relevant Business or IT tertiary qualification or proven equivalent experience • Proven experience in developing, implementing and maintaining systems including budget administration • Experience in Microsoft Office and 365 suite of products, including Outlook, Word and Excel • Well-developed planning, time management and organisational skills, including ability to prioritise tasks effectively • Ability to anticipate issues and problems and think of creative solutions • Sound judgement and decision-making skills • Ability to work with a range of management support systems and analyse information from these systems • Ability to produce reports and documents efficiently • Commitment to continuous improvement
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Other duties may be reasonably assigned to this position in consultation with your manager.