



TE WHARE WHAKAAKO

ADMINISTRATION SUPPORT - Te Whare Whakaako

POSITION DESCRIPTION

POSITION TITLE	ADMINISTRATION SUPPORT – Te Whare Whakaako
REPORTS TO	Pou Whakaako – Te Whare Whakaako
POSITION FTE	Full Time Position – 40 hours per week
SALARY RANGE	\$45k to \$55k

POSITION PURPOSE

To provide a high level of support and quality administration to the operations of Ngā Kura ā Iwi o Aotearoa [NKAI]. The Administration Support role will assist in the flow of administrative workstreams and projects with specific focus to the allocated Whare.

The successful person will have excellent time management and organisational skills, proven communication skills and enjoy being proactive in identifying and implementing efficient working practices. You will also have a solid track record in administrative practices and achieving quality outcomes.

As a member of the NKAI Management Team [Ringa Wera] you will work primarily from home and will be connected to the team via technology and strong established infrastructure. Travel will be built into your schedule as you navigate through projects and events.

KEY RELATIONSHIPS

This Administration Support role is focused on the delivery of quality administration support directly to Te Whare Whakaako. This role is directly responsible to and managed by the *Pou Whakaako*.

The Administration Support roles are guided by the *Pou Hāpai* who leads NKAI Business Functions. Through implementation of the organisational systems and processes, the administration services across the organisation will be consistent ensuring a NKAI wide approach to administration support.

Who	Why
Direct Reports	
Pou Whakaako	Specific to Te Whare Whakaako operations, projects and workstreams. Take direction; communicate; provide advice; identify emerging issues/risks and implications and propose solutions; receive advice.

	Provide direct Project Approach Administration Support roles to Te Whare Whakaako; manage expectations, resolve and provide solutions; negotiate outcomes and timeframes.
Pou Hāpai	Key advocacy person to Administration Support role, ensuring consistency of the role across the organisation. Take guidance; communicate; provide advice; identify emerging issues/risks and implications and propose solutions; receive advice.
Internal	
Te Whare Whakaako	Support and assist coordination of Te Whare Whakaako operations – PLD participants and providers.
Ngā Kura ā Iwi Community	Support and assist coordination of Ngā Kura ā Iwi national events - Wānanga Arataki and the Hui ā Motu.
Ringa Wera	Support NKAI projects - communicate; take direction; provide advice; identify emerging issues/risks and implications and propose solutions; receive advice.
External	
Key Stakeholders	Provide sound and reliable advice; manage expectations, resolve and provide solutions; negotiate outcomes and timeframes.

KEY RESPONSIBILITIES

- Provide comprehensive administrative support to Ngā Kura ā Iwi o Aotearoa. Implement and coordinate the organisational administrative procedures and systems within workstreams while devising ways to streamline processes.
- Accomplish results by communicating expectations; planning, monitoring, initiating, coordinating, prioritising and enforcing systems, policies, and procedures.
- Conduct purchasing and expenditure transactions while ensuring financial transactions are correct and reconciled from quote, invoice through to payment.
- Process and follow up payments ensuring correct financial process is followed and seeking approval from the *Pou Hāpai*.
- Provide direct support to the projects and workstreams within Te Whare Whakaako by providing Event Logistics, Registration Management and Booking - Purchasing Organisation as required:
 1. **Event Logistics:**
 - a. Support *Pou Whakaako* by organising, liaising and confirming the event logistics for the project – venue, rooms, catering, equipment, accommodation and requirements. Managing the event logistics from preparation, through to completion of project.
 2. **Registration Management**
 - a. Support *Pou Whakaako* to manage the registration process for the project through Eventbrite – set up project, track registrations, follow up payments-invoicing, provide attendee and requirements lists for the project to inform necessities for the Event Logistics.

- b. Support *Pou Whakaako* with the Health and Safety responsibilities at Te Whare Whakaako events and venue, including evacuation plan, emergency contact details, and any other information necessary for the project.

3. Booking - Purchasing Organisation:

- a. Support *Pou Whakaako* by processing bookings, purchasing and payments as required for the project. Ensuring follow up of all payments for project are processed following the event.
- b. Liaise with *Pou Hāpai* in processing invoices, creditors and batch payments.

- Execution of work is in a diligent and faithful manner of full benefit to the organisation. Project and workstream support are completed as agreed and in a timely manner.
- Perform and support other tasks and duties within the Whare as agreed to by the Pou with the Administration Support.
- Support and assist the Ringa Wera team with organising the National NKAI Events – Wānanga Arataki and Hui ā Motu.
- Uphold the integrity and mana of Ngā Kura ā Iwi o Aotearoa.

KEY CHALLENGES

- Ability to work in a team and manage time efficiently from an offsite location, drive and focus to operate autonomously.
- Multi-tasking within tight timeframes over a wide range of parallel projects and workstreams.

FOCUS CAPABILITIES

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the key accountabilities of the role.

NKAI Capability Framework		
Group and capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity Display resilience and courage	Capable	<ul style="list-style-type: none"> - Represent the organisation in an honest, ethical and professional way. - Set an example for others to follow and identify and explain ethical issues. - Act to prevent and report misconduct, illegal and inappropriate behaviour.

<p>Relationships</p> <p>Communicate Effectively</p>	<p>Capable</p>	<ul style="list-style-type: none"> - Present with credibility, engage varied audiences and test levels of understanding. - Translate technical and complex information concisely for diverse audiences. - Create opportunities for others to contribute to discussion and debate. - Actively listen and encourage others to contribute inputs. - Adjust style and approach to optimise outcomes. - Write fluently and persuasively in a range of styles and formats.
<p>Relationships</p> <p>Influence and Negotiate</p>	<p>Capable</p>	<ul style="list-style-type: none"> - Negotiate from an informed and credible position. - Recognise and explain the need for compromise. - Influence others with a fair and considered approach and sound arguments. - Show sensitivity and understanding in resolving conflicts and differences. - Manage challenging relations with internal and external stakeholders. - Pre-empt and minimise conflict.
<p>Business Enablers</p> <p>Finance</p> <p>Procurement</p>	<p>Capable</p>	<ul style="list-style-type: none"> - Ensure project financials are up to date and followed through to completion. - Ensure budget (income-expenditure) meet legal and constitutional requirements. - Conduct the relevant purchases and expenditure for projects in a timely matter. - Effectively communicate with key stakeholders.
<p>Results</p> <p>Think and Solve Problems</p>	<p>Capable</p>	<ul style="list-style-type: none"> - Research and analyse information, identify interrelationships and make recommendations based on relevant evidence. - Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option. - Participate in and contribute to team initiatives to resolve common issues or barriers to effectiveness. - Identify and share business process improvements to enhance effectiveness.

DESIRABLE

- Competency in and knowledge of te reo Māori (written and oral) and tikanga Māori.
- Excellent organisational skills including time management and the ability to establish priorities, use initiative and make decisions.
- Familiarity with office management procedures and basic financial principles to undertake procurement processes.

- Excellent knowledge of MS Office, office management software and working within an I-Cloud environment.
- Outstanding communication and interpersonal abilities.
- A proven qualification in administration, project management or relative field.
- Demonstrated ability to work independently and in a team.
- Sets high goals or standards of performance for self and organisation. Results oriented as an individual and in a team.
- Accomplishes tasks through concern for all areas involved, no matter how small, checking processes and tasks, attention to detail.
- Demonstrated flexibility and willingness to assist with other duties as required.
- Knowledge of NKAI network and how the organisation works.
- Understanding of Iwi partnerships and kaupapa Māori education.

HEALTH AND SAFETY

- Takes all practicable steps to ensure safety at work and that no action or inaction causes harm to anyone else.
- Observe Ministry stated health and safety policies and guidelines.
- Is knowledgeable and complies with all Ministry Health and Safety policies and guidelines.
- Reports all hazards, accidents, near misses, or unsafe conditions as soon as possible.