

Schedule 1

NATIONAL COLLECTIVE OF INDEPENDENT WOMEN'S REFUGE

POSITION DESCRIPTION

Position:	Support Administrator
Position type:	Ongoing, Full Time: 37.5 hours per week
Location	National Office, Wellington
Group	Media, Communications and Fundraising Unit
Reports to	Fundraising and Communications Manager
Issue date	April 2021

Purpose of the Position

Providing administrative support to the members of the Media, Communications and Fundraising Unit is the primary purpose for this role.

In carrying out the administrative support functions the main responsibility for this position is to ensure daily activities are underpinned by sound practice and workload is managed efficiently and responsibly. Accordingly work tasks are carried out in line with general office guidelines and administrative processes are followed. A high standard is maintained and deliverables are met in a way which promotes the aims and objectives of the work unit. Fine attention to detail, multi-tasking and accuracy are valued competencies.

This role primarily fulfills a support function and may on occasion be called on to carry out tasks in support of the broader work carried out in the unit. Participates in wider team efforts as a member of the national office team.

As this position is privy to sensitive and confidential information, ability to maintain confidentiality is essential.

The Support Administrator maintains a respectful and cooperative relationship with the Chief Executive, colleagues and visitors to National Office. A courteous and cooperative relationship is maintained with members of Te Taumata O Te Kowhai Core Group, member refuges and representatives of the Collective. This extends to members of the public, contractors and trades personnel alike. This position reports to Fundraising and Communications Manager.

- Provides administrative support through media and fundraising campaigns as well as other ad hoc projects.
- Manages travel arrangements, course and conference registrations and provides administrative support relating to functions, events, meetings, or special occasions as required
- This role may be required to carry out direct tasking by the Chief Executive or their appointed representative as required
- Working outside normal office hours may be required on occasions and would likely be in regard to after hour functions, events, and peak times such as Annual Appeal or the Christmas period etc.

Key Skills:

- Accuracy and efficiency
- Strong organisational skills
- Proficient across the Microsoft Office suite
- Multi-tasking
- Excellent written ability and good communication skills
- Team Player
- Good time keeping
- Structured
- Attention to detail

Key Responsibilities:**Administration**

- Carries out general administrative support functions within the unit
- Responds to general enquiries on social media
- Manages travel arrangements, bookings and expense claims
- Access Xero accounting for the purpose of processing purchase orders and ensures all supporting documents, receipts and booking confirmations are attached in line with audit requirements
- Applies sound time management and manages assigned tasks efficiently

General

- Responds to urgent requests and follows instructions, refers when in doubt
- Contributes to a healthy work environment office culture through respectful interaction and a sound relationship building approach when dealing with other staff

NOTE: The foregoing paragraphs are intended to describe the duties that the incumbent will be expected to undertake in the position. It should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with Regional and National organisational needs as determined by the Chief Executive.

Health and Safety

- Manages own health and safety obligations as a national office employee
- Takes all reasonable precautions and actions in carrying out daily activities to ensure own safety and that of colleagues within the general office environment

Disaster & Business Continuity Plan

- Manages a personal business continuity plan / strategy in case of emergency or disasters
- Adheres and responds to the national office disaster and business continuity plan executed in the event of emergencies or disasters

General

- Attend and report to team meetings and or other meetings as requested

- Responds and is willing to carry out reasonable requests outside the scope of the role from time to time

Relationship Management and Servicing

- Maintains and manages existing relationships with all staff, Core Group Members, external relationships and service providers and trades people visiting or contracted by National Office.
- Supports effective and productive relationships with service providers and contractors to ensure that NCIWR receives an agreed quality and level of service within contractually agreed rates.

Operations and Reporting

- Ensures that day to day operations are efficiently managed in accordance with organisations operational requirements
- Provides reporting in regard to work carried out as directed

Key Relationships:

You will need to establish and maintain effective working relationships:

Internal

- Chief Executive Office
- Fundraising and Communications Manager
- HR and Office Manager
- Finance Manager
- National Office staff
- Volunteers
- Part time employees on an as needs basis
- Fundraising

External

- Member Women’s Refuges
- Suppliers / Service Providers
- IT support personnel
- General public
- Funders and Donors
- Stakeholders and Corporate relationships

EDUCATION and/or EXPERIENCE

Other essential attributes include:

Accountability and dimensions of the position:

Number of direct reports	nil
Number of indirect reports	nil
Other formal NCIWR delegation levels	nil

Mandatory achievement areas for all National Office Positions

- Has an understanding and working knowledge of NCIWR strategies including the goals and actions.

- Can discuss its content, key evidence and key ideas and apply this to work priorities of the national office team, NCIWR and Te Taumata o Te Kōwhai Core Group.

Parallel Development

- Shows active leadership in applying this knowledge to ensure all work results in Māori achieving success as Māori.

Health and Safety

- Takes all practicable steps to ensure safety at work for self and team, and that no action or inaction causes harm to anyone else;
- Reports all hazards, accidents, near misses, or unsafe conditions to the Health and Safety Representative as soon as possible;
- Observes and complies with NCIWR stated health and safety policies and guidelines;

Professionalism

- Uses their professional skills and knowledge to engender interest and ownership from others in achieving success;
- Personally and professionally challenges own thinking about how best to respond and support sustainable efforts that focus on achieving education success;
- Promotes a positive attitude towards change. Represents and promotes challenge;
- Adopts a range of work styles to enable others to grow from learning around Māori achieving success;
- Encourages teamwork and cooperation between all staff;
- Demonstrates a strong stakeholder focus;
- Provides reports on task performance as required;

Compliance with legislative requirements and NCIWR policy

- Ensures activities are carried out in compliance with all NCIWR policies and guidelines.

Qualifications and technical skills

Essential

A relevant tertiary qualification and/or practical experience in the following areas:

- Secretarial skills
- Competent use of Microsoft Office Suite
- Office administration
- Communication & Interpersonal skills
- Sector knowledge an advantage

Experience and knowledge required for effective performance in the position

Essential

- Honesty and trustworthiness;
- Excellent written and oral communications skills;
- Strong computing skills in Microsoft Office suite, particularly Word, Excel

- Xero Accounting system
- Maintains skill level to meet the requirement of the role
- Demonstrates strong relationship management skills;
- Travel within New Zealand may be required on occasion.

Schedule 2

What is an employment relationship problem?

It can be anything that harms or may harm the employment relationship, other than problems relating to setting the terms and conditions of employment.

Clarify the problem

If either the Employer or Employee feels that there may be a problem in the employment relationship, the first step is to check the facts and make sure there really is a problem, and not simply a misunderstanding.

Either party might want to discuss a situation with someone else to clarify whether a problem exists, but in doing so they should take care to respect the privacy of other Employees and managers, and to protect confidential information belonging to the Employer. For example, the Employee could seek information from:

- friends and family
- the Employment Relations Info-line on 0800 800 863 or on its website at www.ers.dol.govt.nz
- pamphlets/fact sheets from the Employment Relations Service
- their union (if they are a union member), a lawyer, a community law centre or an employment relations consultant.

Discuss the problem

If either party considers that there is a problem, it should be raised as soon as possible. This can be done in writing or verbally.

The process that should be used wherever possible is set out below.

Firstly, raise your concern with individual concerned.

- (i.) If the concern is not resolved directly, the matter should be escalated to the individual's direct manager;
- (ii.) If the Employee is uncomfortable about approaching the individual's direct manager, the matter should be referred to another appropriate manager.
- (iii.) A meeting will usually then be arranged where the problem can be discussed. The Employee should feel free to bring a support person with them to the meeting if they wish.
- (iv.) The parties will then try to establish the facts of the problem and discuss possible solutions.

Next Steps

If the parties are not able to resolve the problem by talking to each other a number of options exist:

- The Employee can contact the appropriate Core Group Staff Representative

- Either party can contact the Employment Relations Infoline, who can provide information and/or refer the parties to mediation.
- Depending on the nature of the problem, the issues involved may also be ones that the Labour Inspectors employed by the Department of Labour can assist with, i.e. minimum statutory entitlements such as holiday, leave or wages provision.
- Either party can take part in mediation provided by the Employment Relations Service (or the parties can agree to obtain the services of an independent mediator).
- If the parties reach agreement, a mediator provided by the Employment Relations Service can sign the agreed settlement, which will then be binding on the parties.
- The parties can both agree to have the mediator provided by the ERS decide the problem, in which case that decision will be binding;
- If mediation does not resolve the problem, either party can refer the problem to the Employment Relations Authority for investigation.
- The Authority can direct the parties to mediation, or can investigate the problem and issue a determination.
- If one or other of the parties is not happy with the Authority's determination, they can refer the problem to the Employment Court.

In limited cases, there is a right to appeal a decision of the Employment Court to the Court of Appeal.

Personal Grievances

If the problem is a personal grievance, then the Employee must raise it within 90 days of when the facts that give rise to the grievance occur or come to their attention. A personal grievance can only be raised outside this time frame with the agreement of the Employer or in exceptional circumstances.