



## POSITION DESCRIPTION

<b>Position Title(s):</b>	Hub Administrator(s) <ul style="list-style-type: none"> <li>- Lead (1)</li> <li>- Assistant (1)</li> </ul>
<b>Responsible To:</b>	RWT Operations Manager
<b>Hours of work</b>	The Hub's operating hours are Monday to Friday, from 8.00am to 6.00pm. There is some flexibility in the hours of work; <ul style="list-style-type: none"> <li>- Lead, approximately 30 hours per week</li> <li>- Assistant, approximately 20 hours per week.</li> </ul>
<b>Purpose of the Role:</b>	To successfully deliver the administration and customer service function(s) relating to the operations of the Community Tech Hub and Learning Centre
<b>Functional Relationships:</b>	Clients Learners Parents Ngāti Rangī Trust office Ruapehu Recruitment Ruapehu College

**Background:** In July 2013 the Ruapehu Whānau Transformation strategic plan (RWTP) was launched. The RWT Plan consists of five focus areas with a combined total of 23 solutions. After extensive quantitative research and discussions over 12 months, solutions were designed, that the evidence suggests will have the greatest impact over the first four years of implementation to enable positive transformation for whānau who make up the communities of Raetihi, Ohākune and Waiouru.

The approach to the development of the strategic plan and the research which it is based upon, was guided by a community reference group made up of representatives of whānau and community and business groups across the three townships.

One of the most innovative solutions of the RWTP is to establish a Technology Hub. In July 2015 the RWTP team acquired the lease of an unused block of classrooms on the back section of the Ruapehu College in Ohākune. It is within these buildings that a related solution will be established; that is the Ruapehu Learning Centre.

The two solutions will be enabled by three staff, the Tech Tutor, and two administration staff.

### Core Staff Values

**Kia MANA ai ngā mahi - To act with INTEGRITY and HONESTY**

**Kia mau ai ki te MANAAKITANGA - To CARE WHOLEHEARTEDLY**

**Kia tika ai tōu TŪRANGAWAEWAE - To be ACCOUNTABLE**

**Kia ū ai ki ngā TIKANGA - To be DUTY BOUND**

**Kia rapu ai i te MEA NGARO - To unleash POTENTIAL**



Key Responsibilities:	Expected Results	Means
<p><b>Administrative (Solution and system) Support</b></p> <p><b>% of job: 25%</b></p>	<p>Establish, implement and maintain administrative systems and processes</p> <p>Identify areas to improve administrative systems or processes</p> <p>Support solution delivery by providing efficient administrative support to the RWT Project Manager, Operations Manager/ Tech Tutor and Focus Area leads</p> <p>Monitor reporting dates of any contractual requirements</p> <p>Prepare administrative documents</p> <p>Process financial documents</p> <p>Participation and engagement in team meetings, planning and other team processes and projects</p> <p>Other duties that can reasonably be requested from time to time within the framework of this position, and the skills, training and experience of the incumbent</p>	<ul style="list-style-type: none"> <li>➤ RWT Project Manager is satisfied with the administration documents and support provided.</li> <li>➤ All financial documents processed correctly and in a timely manner.</li> <li>➤ Initial administration systems and processes established by June 2016.</li> <li>➤ Evidence of ongoing maintenance or improvements to administrations systems and processes.</li> </ul>
<p><b>Reception/ Customer Service</b></p> <p><b>% of job: 25%</b></p>	<p>Visitors are left with positive impression of the Hub.</p> <p>All visitors sign register on arrival</p> <p>Incoming and outgoing correspondence and goods managed and distributed / filed appropriately</p> <p>All phone calls answered and dealt with appropriately'</p> <p>Awareness of staff and visitor movements to communicate with other team members as required</p>	<ul style="list-style-type: none"> <li>➤ Own space and ensure it is kept tidy and clutter free</li> <li>➤ Excellent customer service provided to all visitors</li> <li>➤ FAQs kept and updated to assist with phone enquiries</li> <li>➤ Stationary and general supplies kept replenished</li> <li>➤ Excellent service/communications provided to all colleagues and customers.</li> </ul>
<p><b>Facility Co-ordination</b></p> <p><b>% of job: 25%</b></p>	<p>Bookings of equipment and meeting spaces managed effectively</p> <p>Resources and catering booked as required</p>	<ul style="list-style-type: none"> <li>➤ Booking systems maintained, utilized and kept up to date</li> </ul>



	<p>Manage booking system, and bookings of facility</p> <p>Provide co-ordination support to the Tech Tutor/tech programmes</p> <p>Where possible, identify administrative risks to service delivery, and offer solutions-focussed advice</p>	<ul style="list-style-type: none"> <li>➤ Purchase orders used when booking catering and acquiring new resources.</li> <li>➤ Evidence of Tech Tutor satisfaction with coordinated support.</li> </ul>
<p><b>Information management</b></p> <p><b>% of job: 15%</b></p>	<p>Key databases/ contact lists kept up to date including suppliers and contractors</p> <p>IT system well managed and maintained</p> <p>Operations manual kept up to date</p> <p>Health and safety management systems utilised and maintained</p>	<ul style="list-style-type: none"> <li>➤ Filing kept up to date and done according to system</li> <li>➤ Liaise with key staff to keep contacts up to date</li> <li>➤ Perform daily backups of NAS and liaise with IT providers as required</li> <li>➤ Staff given incident forms when required and assisted to complete</li> <li>➤ New hazards recorded in register as discovered</li> </ul>
<p><b>Relationships &amp; Communications</b></p> <p><b>% of job: 10%</b></p>	<p>Maintain effective working relationships, through strong, consistent and professional communications</p> <p>Work closely with RWT, Hub and Trust staff</p> <p>Liaise and work with other organisations who are involved with establishing and/or delivering services in the Hub</p> <p>Be able to communicate clearly the objectives, intentions and activities of the Hub.</p>	<ul style="list-style-type: none"> <li>➤ Evidence of satisfactory communications from stakeholders and. Or colleagues</li> <li>➤ Other service providers within Hub satisfied with working relationship/ outputs, e.g. REAP, Ruapehu Recruitment and Hot Desk users.</li> </ul>



## Specifications

Essential:	Desirable:
<ul style="list-style-type: none"> <li>• Significant, proven success in an administration role</li> <li>• Significant, proven success in a customer service role</li> <li>• Demonstrated success in self-managing work outputs</li> <li>• Excellent communication skills</li> <li>• Strong computer literacy;               <ul style="list-style-type: none"> <li>○ demonstrated use of Microsoft Office at minimum intermediate level.</li> <li>○ demonstrated accounts payable/receivable experience using specialised software (e.g. Xero).</li> </ul> </li> <li>• Proven ability to co-ordinate groups, schedules or workshops.</li> <li>• Maintain a professional manner, treat team members with respect and be honest in all regard.</li> <li>• Personal presentation is to be tidy and professional at all times.</li> <li>• An understanding of quality management systems</li> <li>• Demonstrated understanding of the Health and Safety at Work Act 2015.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in project co-ordination.</li> <li>• Holds or working towards a Level 4+ qualification</li> <li>• Confidence in a kaupapa Māori setting with an understanding of tikanga, kawa and te reo Māori</li> <li>• An understanding of digital technology-based business systems and practices</li> <li>• Demonstrated experience in the administration of and utilisation of a compliant Health and Safety Management system</li> </ul>

**Note:**

The successful applicant will have agreed to participate in the New Zealand Police Vetting Service process, enabling Ngāti Rangī to make an informed decision about their employees.