

POSITION DESCRIPTION

Position: Reception/Administration Officer – Te Aupouri Group

Reports to: Office Manager

Te Rūnanga Nui o Te Aupōuri Trust

Purpose	The primary objective of Te Rūnanga Nui o Te Aupōuri Trust is to lead and influence the cultural and economic development of our Iwi to ensure security and growth for Te Aupōuri
Mission	<p>Kia kotahi, kia kaha, kia pakari te tū o Te Aupōuri i roto i ngā mahi katoa That Te Aupōuri is a united, strong and prosperous iwi</p>

Purpose:

The purpose of this position is to provide professional administrative support services for the Te Aupouri Group.

Principal Responsibilities	Expected outcome
<p>Customer service (internal/External) As the first point of contact for the Runanga – you are the voice, ears and eyes of the organisation. A good understanding of Te Reo would be an advantage.</p>	<ul style="list-style-type: none"> ▪ All face to face/phone calls/email/website/facebook queries are: <ul style="list-style-type: none"> ▪ Answered politely ▪ filtered appropriately and transferred to the correct person ▪ Detailed messages are relayed within the appropriate timeframe ▪ Responded to: <ul style="list-style-type: none"> ▪ Immediately with the correct info ▪ If info not immediately available - respond same day or customer advised when you will respond.
<p>Administration</p>	<ul style="list-style-type: none"> ▪ Assist the Office Manager to establish and maintain effective and efficient office function processes, procedures and systems. ▪ In cooperation with the Office Manager, ensure the co-ordinated implementation and delivery of Te Aupouri group HAM books for Board meetings; training information for hui and annual reports for other meetings and AGM's. ▪ Ensure all Trustee/Director fee for payment templates are emailed and actioned in a timely manner. ▪ Ensure all Books/Reports are completed to a high standard and in a timely manner and organisation of their timely arrival at meetings is effected.

	<ul style="list-style-type: none"> ▪ Ensure Te Aupouri group filing systems are kept up to date and in order. ▪ Ensure all basic IT communications problems are resolved in a timely and cost effective manner. All complex issues are referred to Te Aupouri IT service provider promptly – advise Office Manager immediately. ▪ Ensure the Te Aupouri Website and Facebook pages are regularly updated and information contained on them is of a professional standard. ▪ Where appropriate provide feedback to the Office Manager for improvements to current administration processes and systems that will deliver more efficient and effective use of resources. ▪ Deal with urgent matters or anomalies immediately and seek support of the Office Manager if/where required. ▪ All maintenance issues are recorded and resolved to expected outcome ▪ Maintains minimum requirements of tidiness of internal office building.
<p>Correspondence and office supplies: Manage and maintain TRNOTA’s office supplies etc</p>	<ul style="list-style-type: none"> ▪ Collect mail every morning. ▪ Ensure any urgent/significantly important matters are brought to the attention of the Office Manager or COO or CEO – whichever is the most appropriate. ▪ All correspondence (in and out) is recorded on a monthly schedule for each entity. ▪ The monthly correspondence schedule(s) are regularly updated and maintained for TRNOTA and each subsidiary on the web platform. ▪ Ensure all items required to run an efficient & effective office i.e stationery/kitchen & other are monitored (stock/inventory) and ordered in a timely and cost effective manner. ▪ As approved and directed by the office manager/senior management from time to time, acquire and set up office equipment for staff and Trustees/Directors for work purposes bearing in mind useability and cost-effectiveness.
<p>Governance/Senior Management support:</p>	<ul style="list-style-type: none"> ▪ When required, liaise with Trustees & Senior Management to obtain timely information to inform travel/accommodation/vehicle necessary to arrange cost-effective travel/accommodation and vehicle hire decisions ▪ When required, make bookings for travel/accommodation/vehicle hire/venue hire/catering etc for Board meetings/conferences etc, in both a timely and

	<p>cost effective manner.</p> <ul style="list-style-type: none"> Ensure Trustees/Directors and Senior management receive up to date and accurate information concerning all upcoming meetings as soon as it becomes available. (email/platform).
TAIDT Targeted Kaupapa Funding Projects	<ul style="list-style-type: none"> Allocate approx 8 hours per week (Runanga work to be given priority), to fulfilling the workstreams outlined in the Addendum attached to this position description.
Other	<ul style="list-style-type: none"> Ensure regular feedback to Office Manager on potential professional development opportunities that align with Te Aupouri Strategic objectives. Assist with all other reasonable duties and responsibilities as consulted and/or directed by senior management.

Other Responsibilities

Participate in and provide feedback in health and safety issues in accordance with Te Aupouri Group Health and Safety policies and procedures. All employees are expected to contribute towards the performance of the team and organisation as a whole through assisting colleagues in their duties when able and required. Assistance is required at AGM's, Special General Meetings, Wananga and festivals.

Key Relationships

Internal	External
<ul style="list-style-type: none"> All staff 	<ul style="list-style-type: none"> Te Aupouri Iwi members
<ul style="list-style-type: none"> TRNOTA/TAIDT/TACDL/TAFML/APL Board/Directors and Staff Members 	<ul style="list-style-type: none"> Te Hiku Iwi
	<ul style="list-style-type: none"> Other Iwi
	<ul style="list-style-type: none"> Service /Office suppliers

Key skills

- Able to korero Maori (have a good understanding of te reo or at the least, a willingness to learn te reo).
- Proven work history in the delivery of excellent customer service
- A team player and people person
- A willingness to improve and learn new skills
- Good written and verbal communication skills
- Skilled in using Microsoft office suite
- A keen interest in IT, website development and social media
- System orientated
- Good time management skills
- An understanding of Te Tiriti o Waitangi
- An understanding of Te Aupouri tikanga

Competencies

Competencies describe behaviour that underlies skills, knowledge, attitudes and personal qualities required to perform a job satisfactorily. The required competencies for this job are as follows:

- Delivers professional effective service to clients, external and internal
 - Ability to adapt personal style to changing situations
 - Identifies and addresses capability gaps through professional development
 - Demonstrates an ability to practice a healthy work – life balance

- Manages information and uses technology effectively to be efficient and productive
 - Ability to deliver a good standard of service through the use of technology
 - Demonstrates technical skill at the depth and scope relevant to the position
 - Ability to recognise and communicate technology problems

- Collaborates and builds effective relationships
 - Works cooperatively and positively with colleagues, clients, suppliers and any other contacts to achieve TRNOTA’s outcomes
 - Communicates clearly through appropriate medium e.g. letter, email, face-to-face to suit the audience and content of message
 - Actively contributes to the team’s performance, shares knowledge and skills willingly to achieve the team’s goal

- Works effectively with Maori
 - Shows understanding on issues for Maori relevant to TRNOTA
 - Develops basic skill in Te Reo Maori and Tikanga Maori
 - Shows understanding of the Te Tiriti o Waitangi

Approved by:

Signed by manager

Date

Agreed by:

Signed by employee

Date

I have read, agree with and understand the contents and expected outcomes of this job description

Project Coordinator– Targeted Kaupapa Funding

Below are the Te Aupouri Iwi Development Trust goals the Trustees wish to achieve for the 2018-19 financial year.

The first task will involve the creation of a workplan which will include hours to be spent on each project (within the 8 hours allowed each week), budget breakdown (utilising the amounts shown below). This plan to be presented to the TAIDT trustees/CE/COO for approval before any work is to commence.

4.1 Social improvement & relief of poverty

- Home Ownership Course
- Budgeting and Financial Literacy Course
 1. Organise providers & participants for each of the courses, must be registered Aupouri beneficiaries
 2. Possible providers - Aubrey Te Kanawa (TPK) Home Ownership, Teresa Tepania (MWD) Literacy Course
 3. Budget - \$5,000.00

4.6 Cultural Connection

- Sports Event – City vs Country? (Tui available to help with this project)
 1. Organise a sports event to be held in Te Kao. To be advertised for all whanau who want to come home and join in. TAIDT funds to also be used for marae hire so there is accommodation for people.
 2. Auckland Anniversary Weekend 30 01 2018 (marae is free)
 3. Easter 30 – 02 March 2018 (marae is free)
 4. Queens Birthday 02 – 04 May 2018 (marae is free)
 5. Labour Weekend 2018 (marae is unavailable)
 6. Budget - \$10,000.00

4.2 Economic advancement & succession planning

- Establish a nursery
- Te Kao beautification Project
 1. Investigate areas on Aupouri Land (possibly by current office) to establish a nursery for the Dune Lake Students to provide seedlings for the community.
 2. Implement a beautification project for areas in Te Kao, Marae, Churches, Roadsides, Shop, and Public Areas.
 3. Encourage community members to grow own kai to support their whanau – seedlings, planter boxes, compost, etc.
 4. Maybe some funds in Dune Lakes MFE Funding
 5. Check with Sana at Karikari Nursery as to what is required to build a nursery
 6. Budget - \$10,000.00

***Projects may require project manager to source outside funding**

*****Remember your work with the Runanga takes precedence over the project mahi. All workstreams will need to fit within the weekly allocation of 8 hours (out of 40 hours) maximum per week, but of primary importance is that Runanga work takes precedence over project mahi.**

An annual workplan is required to be developed, complete with calendar and tasks that identifies what will be done, when it will be done (timeframes), and what resources will be required (asset allocation). This needs to be completed, agreed and signed off by all parties prior to any mahi being started.