



Office Administrator – Position Description

New Zealand Playcentre Aotearoa Vision/Mission:

Whānau Tupu Ngātahi - Families growing together.

Playcentre is a family organisation where:

- we empower adults and children to play, work, learn and grow together
- we honour Te Tiriti o Waitangi and celebrate people's uniqueness
- we value and affirm parents as the first and best educators of their children so that whānau are strengthened and communities enriched

Purpose of the Position

The Office Administrator is responsible for providing administrative support to the National Support Centre when required, as well as the management of Telecommunications.

This role has primary responsibility for managing the administration duties relating to the management of Playcentre Aotearoa's Telecommunications. The role has responsibility for covering general tasks that support the day to day functioning of the National Service Centre.

Please note this job description may change from time to time as reasonably required by Playcentre Aotearoa.

Place of Work

National Service Centre (NSC)

Reporting

- Office Administrator – reports to the Executive Assistant & Governance Administrator

Direct Reports

- nil



“Whānau tupu ngātahi – families growing together”

Key Relationships

- National Service Centre
- External Suppliers
- Other NSC staff

Key accountabilities	
Role Specific	<ul style="list-style-type: none"> • Manage the AskTelecoms email account • Respond to Telecommunication queries • Takes ownership of resolutions of Telecommunication issues • Escalate issues to management where required • Liaise with suppliers as required • Administer and maintain system logins and access • Manage and assign software licenses • Manage the distribution and collection of IT equipment and phones for staff entering/leaving the organization • Manage Administrator email accounts • Respond to general website enquiries • Manage collection and distribution of mail • Responsible for ordering office supplies and consumables • Coordinate Trades people as required for the NSC • Liaise with building lease holders and landlord • Book rental cars for staff as required • Complete miscellaneous administrative tasks on request as appropriate
Bi-cultural partnership	<ul style="list-style-type: none"> • Participate in ongoing Treaty and Bicultural related training and other appropriate professional development. • Encourage and understand the importance of the dual heritage of New Zealand/Aotearoa. • Recognise the principles of Te Tiriti o Waitangi and how they relate to Playcentre.
Centre focused	<ul style="list-style-type: none"> • All Playcentre employees have responsibility for ensuring that their role and contribution (whether directly or indirectly) in the development, co-ordination and provision of services or support, proactively helps centres to be able to undertake their work upholding and promoting Playcentre Aotearoa values and philosophy.
Health and Safety	<ul style="list-style-type: none"> • Undertakes work safely complying with the Health & Safety at Work Act 2015 and taking responsibility for your own actions. • Complies with all H&S information, instruction, Playcentre policies and procedures, training and supervision. • Reports any health & safety hazards, risks and incidents in the workplace immediately. • Complies with all requirements of return to work and rehabilitation plans.

Key competencies	
Pou Hono: Valuing Māori	<ul style="list-style-type: none"> Actively engages in promotion of Māori cultural values. Recognise that others will bring/apply their cultural perspective to all discussions, decisions and actions. Identifies cultural perspectives and bias in others and challenges their views in a manner that would cause them to self-reflect.
Analytical thinking	<ul style="list-style-type: none"> Makes considered decisions and establishes clear goals and priorities to achieve desired outcomes. Approaches problems analytically, from a variety of perspectives, identifying immediate and long-term consequences.
Building relationships	<ul style="list-style-type: none"> Ability to establish trust and confidence of stakeholders. Honest, respectful and open in delivery of communication.
Communication with influence	<ul style="list-style-type: none"> Earns respect through competence in role and acting with honesty and integrity. Solution focused. Be available for the Playcentre community to find a common ground and viable solutions that meet their needs as well as the needs for the centres.
Consultation & collaboration	<ul style="list-style-type: none"> Provide reliable advice to support stakeholders (internal and external) and build trust. Draws on own knowledge and expertise to provide relevant advice to stakeholders.
Delivering results	<ul style="list-style-type: none"> Is action oriented, having the energy, motivation, positivity and commitment to excellence to ensure achievement of results. Consistently achieves priority goals, seizes challenges, deals with any knock backs, and keeps themselves and others focused on achieving the required outcomes.

Person Specification	
Skills and Attributes	<ul style="list-style-type: none"> Organised - excellent time management abilities and disciplined with ability to multitask. Confident in use of IT and experience in using systems especially Microsoft Suite and Office 365, especially MS Excel Self-motivated with the ability to work autonomously and in a team environment Excellent relationship management skills- proven ability to interact effectively and confidently with a range of stakeholders. Excellent analytical and problem-solving skills Excellent communication skills, both oral and written. Committed to Playcentre philosophy and values.