

## JOB DESCRIPTION

# Administrator Assistant

<b>ROLE TITLE:</b>	Administrator Assistant
<b>SECTION/DIVISION:</b>	Shared Services Division, Operations Services
<b>REPORTS TO:</b>	Lead Administrator Client Services; or Manager Client Services; or Senior Manager Client Services or Team Leader Support Services Administration
<b>DIRECT REPORTS (FTE):</b>	Nil
<b>INDIRECT REPORTS (FTE):</b>	Nil
<b>PRIMARY PURPOSE OF THE ROLE:</b>	<p>To provide effective and efficient general office and administration support.</p> <p>The role is part of the Shared Services team, flexibly providing administrative services, across the University. A strong customer service focus is critical to success in this role.</p>
<b>ACCOUNTABILITIES:</b>	<p>Provide administrative support services including basic or routine document drafting; collate, photocopy and scan information, materials and documents; reception duties; receive, sort, distribute and if applicable upload, digital and non-digital correspondence and documents; book authorised domestic travel or conference registration; file, retrieve, archive documents in accordance with record management system; identify and log building and office equipment (e.g. photocopier) maintenance requests; organise courier services; locally based events and meeting coordination and support; use University systems to update databases, record and enter data using prescribed systems and templates, provide standard reports, class lists and other relevant data.</p> <p>Provide teaching administration support for various functions which may include collection, collation and distribution of students' assignments; entering results into Student Management System (SMS); local assessment processes including formatting terms tests; assist with the production of course materials.</p> <p>Initiate local processing of routine University shared services activities including accounts/finance related tasks (e.g. entering details for reimbursements and PCards, scanning receipts, monitoring petty cash levels); purchasing related tasks (e.g. monitor office and kitchen supplies; order stationery, receipt inwards goods).</p> <p>Action authorised arrangements for visitors including access to resources, rooms.</p> <p>Action routine administration regarding staff processes such as induction and off-boarding.</p> <p>Respond and attend to enquiries in a professional and timely manner, providing accurate information, and referring more complex matters as appropriate.</p> <p>In conjunction with the supervisor, work collaboratively with Ask Otago (the contact centre) and the broader Shared Services Division, to deliver an integrated and seamless suite of services that provide excellence in the customer experience.</p> <p>Perform first aid and/or fire warden duties (if required).</p>

<b>KEY RELATIONSHIPS:</b>	<p><u>Internal</u> Staff and students in the work area Advisory and operational support services Shared Services units</p> <p><u>External</u> Dependent upon work area requirements</p>
<b>QUALIFICATIONS &amp; EXPERIENCE:</b>	<p><u>Essential</u> NCEA (min Level 2) or equivalent recognised qualification. 1+ years' previous experience in a facilities, administration or reception role.</p> <p><u>Preferred</u> Experience working in an environment where high levels of customer services delivery are expected.</p>
<b>TECHNICAL SKILLS AND KNOWLEDGE:</b>	<p><u>Essential</u> Proficiency in the Microsoft suite of programmes; well-developed keyboard and word-processing skills.</p> <p><u>Preferred</u> -</p>
<b>SPECIAL REQUIREMENTS:</b>	Contribute as part of a network of Shared Services staff, to provide suitable coverage during periods of leave and peak period activities. May be required to perform duties at different workplaces or locations across the campus.
<b>DIRECT BUDGET ACCOUNTABILITY:</b>	Authorises minor expenditure from another person's budget in accordance with University financial delegations.
<b>HEALTH AND SAFETY:</b>	Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.
<b>SUSTAINABILITY:</b>	Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

**CAPABILITY FRAMEWORK:**

Capability Group	Capability Name	Level
<b>ENGAGE</b>	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
<b>ENABLE</b>	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
<b>PERSONAL ATTRIBUTES</b>	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
<b>LANGUAGE AND CULTURE</b>	Te Reo	Foundational
	Tikanga Māori	Foundational

## CAPABILITY FRAMEWORK DESCRIPTORS

### Administrator Assistant

#### ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Speak at the appropriate pace and volume for varied audiences</p> <p>Explain things clearly</p> <p>Display active listening and allow others time to speak</p> <p>Write in a way that is logical and easy to follow</p>	<p>Understand the importance of quality customer service</p> <p>Proactively help customers understand the services that are available</p> <p>Take responsibility for delivering timely services which meet customer requirements</p> <p>Keep customers informed of progress in a timely manner and seek feedback to ensure their needs are met</p> <p>Show respect, courtesy and fairness when interacting with customers</p>	<p>Work as a supportive and co-operative team member, share information and acknowledge others' efforts</p> <p>Respond positively to others who need clarification or guidance on work activities</p> <p>Step in to help others when workloads are high</p> <p>Keep team and supervisor informed of work tasks</p>	<p>Utilise facts to support claims</p> <p>Help to find solutions that contribute to positive outcomes</p> <p>Respond to conflict without worsening the situation and refer to a supervisor where appropriate</p> <p>Know when to withdraw from a conflict situation</p>

#### ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Complete own work tasks under guidance, within set budgets, timeframes and standards</p> <p>Take the initiative to progress own work</p> <p>Identify resources needed to complete allocated work tasks</p> <p>Seek clarification when unsure of work tasks</p>	<p>Plan and coordinate allocated activities</p> <p>Re-prioritise own work activities on a regular basis to achieve set goals</p> <p>Contribute to the development of team work plans and goal setting</p> <p>Understand team objectives and how own work relates to achieving these</p>	<p>Find and check information needed to complete own work tasks</p> <p>Identify and inform supervisor of issues that may impact on completion of tasks. Escalate more complex issues and problems when these are identified</p> <p>Share ideas about ways to improve work tasks and solve problems</p> <p>Suggest improvements to work tasks for the team</p>	<p>Take responsibility for own actions</p> <p>Be aware of delegations and act within authority levels</p> <p>Be aware of team goals and their impact on own work tasks</p> <p>Escalate issues when these are identified</p>

 PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience and perspectives</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
<p>Be open to new ideas and approaches</p> <p>Offer own opinion, ask questions and make suggestions in an appropriate manner</p> <p>Be willing to adapt to new situations</p> <p>Do not give up easily when problems arise</p> <p>Stay calm in challenging situations</p>	<p>Behave in an honest, ethical and professional way</p> <p>Take opportunities to clarify understanding of ethical behaviour requirements and follow legislation, rules, policies, guidelines and codes of conduct that apply to own role</p> <p>Speak out against misconduct and inappropriate behaviour</p>	<p>Be willing to develop and apply new skills</p> <p>Show commitment to completing work activities effectively</p> <p>Look for opportunities to learn and improve own performance seek feedback from colleagues and stakeholders</p> <p>Demonstrate a motivated attitude to work activities</p>	<p>Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs</p> <p>Be open to the inputs of others</p> <p>Work to understand the perspectives of others</p>

 LANGUAGE & CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place</i>
FOUNDATIONAL	FOUNDATIONAL
<p>Use te reo Māori words and greetings in an appropriate way in the work place</p> <p>Endeavour to use and pronounce Māori words correctly</p> <p>Actively participate in training and development opportunities that increase own te reo Māori language capability</p>	<p>Understand the University's Māori Strategic Framework and its relevance for own work</p> <p>Demonstrate some awareness of Māori customs, values and beliefs</p> <p>Has some knowledge of Te Tiriti o Waitangi</p> <p>Actively participate in training and development opportunities that increase own understanding of tikanga Māori and knowledge of Te Tiriti o Waitangi</p>