

HEALTH AND DISABILITY COMMISSIONER

POSITION DESCRIPTION

<u>POSITION:</u>	Office Administrator Kaiwhakarite Tari
<u>DEPARTMENT:</u>	Corporate
<u>REPORTS TO:</u>	Projects Co-ordinator/Wellington Office Manager Kairuruku Kaupapa/Kaiwhakahaere Tari

Ko wai tātou | Who we are

Under the Health and Disability Commissioner Act 1994 (the Act), the Health and Disability Commissioner is required to promote and protect the health and disability services consumers' rights and facilitate the fair and efficient resolution of complaints relating to infringement of those rights.

Mō tēnei tūranga mahi | About this role

The principal role of the Wellington Office Administrator is to contribute to the Health and Disability Commissioner's mission by providing office administration, project support and secretarial services in the Commissioner's Wellington Office.

He aha tāu e mahi ana | What you'll be doing

- Provide reception phone cover and mail services for the Wellington Office.
- Undertake office administration duties for the Wellington Office.
- Provide typing and other secretarial services as required.
- Provide cover in times of short term leave or illness for other administration staff in the Wellington Office.
- Provide support to the Projects Co-ordinator/Wellington Office Manager as and when required.
- Comply with the HDC's information and records management policy and processes.

Office administration duties

Following policies, procedures and guidelines for the Wellington Office:

- Cover the reception phone and assist with meeting room preparation if required.
- Process courier packages and mail, including scanning and loading incoming complaints mail onto HDC's database.
- Oversee emergency procedures, equipment and signage for the Wellington Office and attend Health and Safety Committee meetings.
- Liaise with the Building Manager and other suppliers about property issues and office equipment requirements and maintenance.

- Maintain the swipe card register and carry out audits from time to time.
- Process requests for stationery, office supplies and minor maintenance.
- Process requests for taxi chits, Skybus tickets and petty cash.
- Send staff whereabouts email each day.
- Purchase newspapers, kitchen supplies, fruit and other sundry purchases daily.
- Maintain a healthy and safe working environment and keep kitchen, reception and meeting rooms tidy.
- Liaise with the Auckland Office Manager and other staff as and when required

Secretarial and Project Support

- Maintain and organise various databases.
- Prepare and run Office events, eg, Mental Health Awareness Week, Māori Language Week, Sign Language Week.
- Provide typing services (including transcription services) on complaint files and other matters from time to time.
- Provide confidential typing and secretarial support cover for other administration staff in times of short term leave or illness, or when there is overflow from extra work demands.
- Provide secretarial services and support on project work undertaken by the Projects Co-ordinator/Wellington Office Manager, including supporting the Enquiries and Complaints Database administration and the Information and Records Management projects.

Ngā rōpū whaihua | Who you'll work with

All HDC employees have a responsibility for managing relationships in some or all of the key sectors we work with. In this role, the key relationships to be developed are as follows:

Reports to:	Projects Co-ordinator/Wellington Office Manager
Responsible for:	N/A
Internal HDC relationships:	All staff within HDC
Communities and the public:	Consumers, Health and Disability sector providers; DHBs, advocates, vendors, Audit New Zealand, Ministry of Health, etc.

Ko ngā mea ka hiahiatia e koe kia angitū te haere | What you'll need to be successful:

The ability to carry out delegated tasks and projects with minimal supervision is essential for this job. A high level ability to communicate clearly and effectively with people from a wide cross-section of the

community, including professional administrative and consumer groups, people from non-English speaking backgrounds and people with disabilities is also necessary.

Key Selection Criteria

- Ability to produce logically presented and clearly written material using:
 - Microsoft Word
 - Excel Spreadsheets
 - PowerPoint
- Strong keyboard and typing skills (70 words per minute). A high attention to detail and accuracy (including grammar and spelling) is essential.
- The capacity to manage time and meet deadlines.
- Good organisational and administrative skills.
- A commitment to customer service.
- A mature and professional approach, demonstrating an appropriate standard of dress, confidentiality, judgement and a commitment to customer service.
- An ability to take and accept direction, and work in a co-operative manner.

Desirable Experience, Skills and Qualities

- Experience with IBM Notes is desirable but not essential.
- An understanding of Government, the health and disability sectors, and the various stakeholders.
- An understanding of the social and religious beliefs and values of different cultural and ethnic groups in New Zealand, and the Principles of the Treaty of Waitangi and the aims and aspirations of Maori.

Te Aronga o te Ratonga Tūmatanui | Public Service Purpose

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianeī, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

The Health and Disability Commissioner welcomes and supports people of all gender identities, ages, ethnicities, sexual orientations, disabilities, and religions.

Note: This position description, both in terms of actual responsibilities and focus, is subject to change over time, as the role and the organisation develop