



Administrator Job Description

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| Position: | Administrator |
| Hours of work: | 9am-5PM, 37.5 hours per week. |
| Location: | ŌCASA Dunedin. |
| Appointment Range: | \$23-\$26/ hour |
| Functional Relationships: | Ōtepoti Collective Against Sexual Abuse staff, Ōtepoti Collective Against Sexual Abuse Management Committee, Clients, Contractors Suppliers, Service providers, Clients and Visitors. |
| Primary objective: | To provide administrative support functions to ensure the smooth running of ŌCASA. Provide administrative support to all business functions as requested. |

Key Accountabilities/ Responsibilities

- Greet visitors to ŌCASA offices, ensuring visitors are managed in a courteous and efficient manner.
- Answer incoming telephone calls, ensuring that all calls are answered and triaged in a courteous, efficient manner, and all messages are passed on to the appropriate person, along with all the necessary details.
- Monitor, handle and triage physical and electronic correspondence.
- Document and record management, working with ŌCASA's Operations Manager, to ensure records are maintained in compliance with legislation and to fulfil requirements of funding bodies.
- Maintain a working knowledge of the Privacy Act 2020.
- Respect and protect the privacy of information to maintain trust and confidence in ŌCASA.
- Provide support for meetings, including booking meeting rooms, preparing agenda and associated documentation, taking minutes and following up action points.
- Administer Boardpro software on behalf of the Management Committee.
- Support recruitment activities, including coordinating advertisements, handling applications, triaging queries, and organising interviews.
- Assist with distribution of ŌCASA news and updates, including maintaining website and social media content.
- Administer the ŌCASA library including ordering of new materials and preservation of archival resources.

- Funding administration, including monitoring and triaging funding opportunities, maintaining annual calendar of reporting for grants, and administering donation accounts.
- Manage stock and supplies, including monitoring stationery, kitchen and cleaning supplies to ensure items are ordered in a timely fashion and that only necessary items are ordered.
- Ensure all receipts or proof of purchase for any bookings or purchases have been received and forwarded to the Financial Administrator.
- Coordinate space management, including:
 - Ensuring the waiting areas and meeting spaces are welcoming and have appropriate resources available for clients and visitors.
 - Liaise with landlords and/or property managers for building maintenance.
 - Furniture ordering and disposal.
 - Office moves and new office set up.
 - Assist with the set-up of rooms for client appointments or staff meetings.
 - Sort and take out recycling in a timely manner.
 - Manging room bookings internally and externally..
- Book staff travel and accommodation requirements.
- Assist organisation of small-scale events.
- Provide further assistance to the Financial Administrator as required.
- Data entry, photocopying and associated administration tasks.
- Act as deputy Health and Safety Officer and assist as necessary to ensure policies are adhered to in compliance with the Health and Safety at Work Act 2015.
- Support ŌCASA's commitment to Te Tiriti ō Waitangi.
- Undertake other duties as required to assist ŌCASA achieving organisational goals.
- Comply with relevant legislation, policy and procedures.

Person Specification

- Highly developed empathy and sense of integrity, and commitment to client satisfaction.
- Actively contribute in a team-oriented, collaborative environment.
- Outcomes and quality focused.
- Liaise with stakeholders from varied and diverse backgrounds.
- A commitment to supporting inclusivity and accessibility.
- Excellence in delivering customer service
- Excellent interpersonal skills and the ability to function as an active team member coupled with a positive approach, a good sense of humour and a 'can-do' attitude
- Use initiative as required and work well as part of a team, and independently

Skills and Knowledge

Essential

- Previous experience in an administrative role.
- Adaptability to new technologies, systems and processes.
- Knowledge of customer service principles and practices
- Strong organisation, planning and time management skills.
- Strong attention to detail, and record keeping skills.
- Excellent computer literacy, particularly with Microsoft office applications.
- Good listening and comprehension skills
- Excellent written and verbal communication skills.
- Experience in collating, formatting and composing documentation

Desirable

- Experience working in a non-profit or social services organisation.
- Basic knowledge of sexual abuse, violence and empowerment issues.
- Experience with Weebly web hosting or basic website maintenance.
- An interest in, or understanding of feminist theory and practice.
- An interest in, or understanding of gender and power issues, especially in relation to sexual violence.