

<b>Job Title</b>	Administration Support Officer
<b>Branch</b>	Ministry of Civil Defence & Emergency Management (MCDEM)
<b>Business Group</b>	Directors Office
<b>Reporting to</b>	Senior Advisor Planning and Business Support
<b>Location</b>	Wellington
<b>Salary Band</b>	\$33,895 to \$45,858

### Purpose

The effective functioning of MCDEM in its routine work as well as during an activation in the response to an emergency is reliant on responsive and instinctive administrative support to staff. The Administration Support Officer is a member of the Business Support team and reports to the Senior Adviser Planning and Business Support. The primary responsibility of the position is to provide efficient and effective business support services that includes:

Administrative support services to all MCDEM Units including the regional offices based in Auckland and Christchurch.

- Managing facilities and equipment.
- Event and workshop co-ordination and associated administrative support.
- Providing project support and related administration services.
- Supporting the readiness of the National Crisis Management Centre (NCCM) through facilities maintenance.
- Supporting activations of the NCCM.

Like other members of the Business Support team, the Administration Support Officer will also provide “back up” support to other team members to ensure availability and delivery of effective business support services to all MCDEM teams as set out in the MCDEM Administration Support Team Charter.

### Key Tasks

#### Administrative Support

Provide receptionist function for MCDEM including:

- Managing all MCDEM incoming telephone calls (including managing the remote MSB programming function).
- Greeting visitors and contacting the appropriate person.
- Managing the allocation and booking of MCDEM boardroom and meeting rooms.
- Manage MCDEM building security access swipe cards for MCDEM staff and premises. This includes programming, supplying and controlling temporary access cards for staff and external contractors in conjunction with building security personnel at 22TT.
- Manage security access swipe card register to support periodic DIA audit requests.
- Manage incoming mail and correspondence including all DIA daily incoming correspondence received via the internal mail service and the maintenance of the MCDEM Incoming Correspondence Register.
- Manage outgoing mail and agreed related system.

- Co-ordinate collection/distribution of all MFAT Classified Documents from MFAT Communications Unit.
- Manage electronic register for all incoming MFAT Documents (Classified and unclassified).
- Manage all logistics for outgoing freight in conjunction with MCDEM contracted courier service providers.
- Manage MCDEM electronic outgoing freight register to assist with monthly financial and invoice reconciliations.
- Manage all MCDEM stationery supplies including inventory, purchase and distribution.
- Managing all requests for MCDEM publications/CDEM material received from external stakeholders, schools and members of the public.
- Maintain MCDEM kitchen supplies and three-monthly restocks.
- Co-ordinate internal domestic travel bookings for MCDEM staff (including flights, rental cars and accommodation) as required.
- Support the management of MCDEM DMS filing system (electronic and hardcopy)
- Manage all contractor and supplier account relationships.

### **Facilities Management**

- Action and manage requests for maintenance and repair of the building premises 22TT and associated equipment.
- Control and manage access of external contractors, repair and maintenance staff.

### **Event Co-ordination**

- Manage bookings for MCDEM boardroom and meeting rooms at 22TT.
- Assist staff with setting up the conference room ensuring correct seat numbers and layout.
- Assisting staff with the set up of equipment in meeting rooms including video conference, teleconference, computer and data show.
- Manage catering requirements for MCDEM meetings, workshops, training sessions and other functions (occasionally include external stakeholders and interagency partners).
- Coordinate arrangements for MCDEM's use of venue and facilities for training activities, workshops etc.
- Liaise with other DIA units wishing to co-ordinate meetings, workshops, training sessions etc at MCDEM premises 22TT.
- Prepare documents, resources and material for meetings, workshops, training sessions.

### **Project Administration Support**

- As requested by the Senior Adviser Planning and Business Support, provide project administration support which includes:
  - Being a key member of a project team.
  - Supporting the preparation and distribution of agendas and papers and associated documents.
  - Co-ordination of logistics for scheduled external events/venues.

### **Financial Management**

- Assist with invoice processing as requested by the Administration Coordinator.
- Checking invoices and assisting with monthly account reconciliations.
- Coding and processing for sign off all invoices through EIW in line with DIA's finance standards for EIW.
- Ensure all documentation for purchases are prepared for approval in accordance with DIA policies and procedures.

### **Maintain National Crisis Management Centre (NCCM)**

The Administration Support Officer is to work in conjunction with Capability and Operations to contribute to the maintenance of the NCCM at a high state of readiness. Routine tasks include:

- Stocking, managing and purchasing food supplies including conducting an annual audit and rotation of supplies.
- Stocking, managing and purchasing of stationery supplies.
- Action and manage requests for the maintenance and repair of the non-electronic elements of the NCCM.
- Management of incoming and outgoing logistics for NCCM in conjunction with the Parliamentary Security Team.

In an activation of the NCCM, the Administration Support Officer will work with other members of the administration team to arrange all catering and meal arrangements for rostered shifts. This task will be undertaken in consultation with the National Controller /Response Manager and the Facilities Manager in conjunction with the Parliamentary senior catering staff. In an activation the Administration Support Officer may also be assigned additional tasks by the National Controller.

### **Stakeholder Engagement**

- Proactively engage and develop partnerships with MCDEM managers and staff to enhance the level of understanding of priorities to enable the effective delivery of business support services across all MCDEM Business Units.
- Develop and maintain effective working relationships with the other business support team members.
- Develop and maintain professional and effective working relationships with all MCDEM Stakeholders and Interagency Partners.
- Manage MCDEM contractor and supplier account relationships.

### **Continuous Improvement**

- Contribute to initiatives to improve MCDEM processes, systems and services.
- Provide input to business improvement initiatives and projects as agreed with your manager.
- Monitor effectiveness of processes, methodologies and consider customer feedback.
- Propose and, where appropriate, implement steps to improve services, systems and outputs.

### **Health & Safety (for self)**

- Take personal responsibility for keeping self free from harm.
- Follows safe working procedures.
- Reports incidents promptly.
- Reports hazards promptly and suggests appropriate remedies.
- Knows what to do in the event of an emergency.
- Co-operates in implementing rehabilitation plans.

## Key Relationships

Key Relationships and Nature of Interaction	Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Director, MCDEM		✓		✓		✓
Senior Advisor Planning and Business Support		✓		✓		✓
MCDEM Managers and staff		✓		✓		✓
Business Support Services Team		✓		✓		✓
NCMC Staff		✓		✓		✓
Parliamentary Security Staff		✓		✓		
Parliamentary Senior Catering Staff	✓	✓		✓		
Account Managers/Contractors/Suppliers		✓		✓	✓	

### Staff Management

Number of direct reports: Nil  
 Total number of staff reporting: Nil

### Delegations

Financial Delegation: Nil  
 HR Delegation: Nil

## Special Requirements

### Response Management

- Fulfils response management role as allocated during an activation.

### Emergency Event

In the event of a civil defence emergency the Administration Support Officer will be required to assist in the response to and recovery from a national, regional or local emergency event, as directed. This may involve work in the National Crisis Management Centre (NCMC) or another location, and may include potentially long hours and difficult working conditions, e.g. an emergency event could occur at any time of the day or night and may require working shifts and/or working weekends.

The Ministry will do all in its power to support staff in meeting their work and family responsibilities during an emergency.

### Duty Team

In addition to the above, MCDEM operates a Duty Team that is rostered to be available 24/7 to manage the initial response to an emergency including the activation of the NCMC within 30 minutes of the Duty Manager's decision. The Administration Support Officer may be required to serve at regular intervals as a NCMC Activator on the MCDEM Duty Team. This is done in one week on-call durations, rotating with other MCDEM staff at equally spread intervals. While on-call as part of the duty team the appointee must be immediately contactable 24 hours a day, in a sober, drug free state (excluding medically prescribed drugs), and be available to respond to emergency notifications and/or report to the NCMC

within 30 minutes from receipt of the call. (Training for this responsibility will be provided).

If not rostered for the Duty Team, the Administration Support Officer may be assigned other tasks by the National Controller.

### Security clearance

Confidential security clearance

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## Person Specification

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### Skills/Experience

- Strong customer service orientation
- Proven experience in providing administrative support
- Excellent organisational and planning skills
- Experience in managing accounts, purchases, invoices and financial information
- Excellent relationship and stakeholder management skills
- Strong interpersonal skills
- Demonstrated experience in establishing and maintaining data bases
- Experience coordinating meetings, events and workshops

### Knowledge

- Understanding of the public sector environment
- Understanding of an emergency response environment
- Excel and MS Word skills
- Experience in project administration

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## Competencies

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The Competencies\* required for this role consist of both core Departmental and job specific competencies. The core competencies are shown below in italics. Each competency falls within a competency cluster, which are broad themes of skills, behaviours and abilities.

Competency	Competency
<b>Department Competencies</b>	
Integrity & Trust	Self Knowledge
Composure	Achieves effectiveness for Maori
Ethics & Values	
<b>Strategic Skills</b>	
Functional / Technical Skills	Intellectual Horsepower
Problem Solving	
<b>Personnel</b>	
Interpersonal Savvy	Peer Relationships
Approachability	Customer Focus

Competency	Competency
<b>Developmental</b>	
Written Communication	Presentation Skills
Planning	Learning on the Fly
<b>Others</b>	
Perseverance	Action Oriented

\*Competency descriptors can be found on the DIA intranet (1840) or by contacting the hiring manager. With the exception of Achieves Effectiveness for Māori, the competencies DIA uses are derived from the Competency Sort Cards developed and copyrighted by Lominger Limited, Inc. No part of the Lominger competencies may be used, reproduced or transmitted in any form or by any means, by or to any party outside of The Department of Internal Affairs.

Please note: MCDEM job descriptions including role specific competencies are in line with Departmental standards and guidance. The key tasks, skills and knowledge in MCDEM Job descriptions are consistent with the CDEM Competency Framework [TS 02/09].