



# Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

## Administration Officer, Operational Policy and Performance, Ministerial Services and Secretariat Support, Shared Services Branch

The Administration Officer is responsible for providing efficient, consistent and dependable administrative and secretarial support services to ensure the effective operation and high quality service delivery of the Operational Policy and Performance team.

A key requirement of the role is maintaining effective relationships and open communication between the various teams within the Ministerial Services and Secretariat Support group and other key stakeholders.

- **Reporting to:** Manager Operational Policy and Performance
- **Location:** Wellington
- **Salary range:** Business Support E

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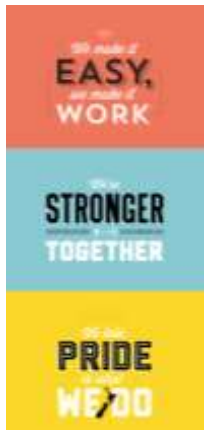
### What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

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### How we do things around here – our principles



#### We make it easy, we make it work

- Customer centred
- Make things even better

#### We're stronger together

- Work as a team
- Value each other

#### We take pride in what we do

- Make a positive difference
- Strive for excellence

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### Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

What you will do to contribute	As a result we will see
<p><b>Administration and Secretarial Support</b></p> <ul style="list-style-type: none"> <li>• Provide high quality administration to support the smooth running of the Operational Policy and Performance team and other within MaSS</li> <li>• Manage the flow of correspondence to the team and/or Manager including identifying and escalating urgent issues, on behalf of the manager(s) as agreed and is appropriate</li> <li>• Coordinate and support team meetings, including drafting and disseminating meeting minutes</li> <li>• Provide meeting support for manager and/or team members including room bookings, catering, minute taking, meeting facilities and coordination of attendees</li> <li>• Book travel and accommodation arrangements for team members</li> <li>• Manage any databases required by the team, ensuring all information is accurate and up-to-date, including registration of gifts</li> <li>• Support the induction and training of new MaSS staff, including scheduling training, facilitating desk and ICT set-up and authorisations required</li> <li>• Provide back-up administrative support to other teams within MaSS as required</li> <li>• Undertake continuous improvement of workflow systems and processes to support the effective use of resources</li> <li>• Support and contribute to the Operational Policy and Performance Teams work programme, culture and engagement</li> <li>• Contribute to the development of a culture of collaboration and open knowledge sharing.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective, timely and proactive administrative and secretarial support is provided to the Manager and wider team as required</li> <li>• Meeting participants receive agendas, minutes and action points in a timely fashion</li> <li>• The office is stocked with adequate supplies, all equipment is functional and floor administration runs smoothly and efficiently.</li> <li>• Demonstrated examples of collaborative work across MaSS, the branch and the Department</li> <li>• A culture of knowledge sharing and open communication is fostered within the resourcing team and with key stakeholders</li> </ul>
<p><b>Documentation</b></p> <ul style="list-style-type: none"> <li>• Assist in producing high quality documents including formatting, printing, collating, photocopying and distribution</li> <li>• Format documents to agreed templates and standards e.g. Memos, ELT papers</li> <li>• Monitor the information management requirements for the team</li> <li>• Manage and maintain filing systems, both electronic and paper-based</li> </ul>	<ul style="list-style-type: none"> <li>• Documentation is prepared to agreed standards in an accurate and timely manner</li> <li>• All documents filed correctly and can be readily accessed when required</li> <li>• All team members know where to file different types of documents</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Financial Administration</b></p> <ul style="list-style-type: none"> <li>• Provide accurate and timely support on financial processes as required</li> <li>• Support the Manager Operational Policy and Performance and other MaSS managers as required, to meet their financial obligations by:               <ul style="list-style-type: none"> <li>◦ Reconciling P-cards</li> <li>◦ Processing all invoices by checking, coding and arranging for appropriate sign-off</li> <li>◦ Forwarding invoices to Finance within agreed timeframes</li> <li>◦ Preparing financial returns and reports as required</li> <li>◦ Complete the monthly accruals</li> </ul> </li> <li>• Complete reimbursement claims</li> </ul>	<ul style="list-style-type: none"> <li>• Payments are managed according to Departmental process, delegations and policy</li> <li>• Invoices are received by Finance within agreed timeframes and suppliers are paid on time</li> </ul>
<p><b>Customer service</b></p> <ul style="list-style-type: none"> <li>• Ensure that services meet the needs of, and are accessible to, all customers</li> <li>• Model a strong service ethic – developing a quality orientated, consistent, timely and service focused approach</li> <li>• Proactively look for opportunities to improve services, processes and policies</li> </ul>	<ul style="list-style-type: none"> <li>• The Operational Policy and Performance team demonstrates a culture of continuous improvement and is seen to be responsive and adaptable, with a strong emphasis on quality output and best practice solutions</li> <li>• Levels of customer satisfaction with services provided remain high</li> </ul>
<p><b>Health and safety (for self)</b></p> <ul style="list-style-type: none"> <li>• Take responsibility for keeping self free from harm</li> <li>• Follow safe working procedures</li> <li>• Report incidents and hazards promptly and suggest remedies where appropriate</li> <li>• Know what to do in the event of an emergency</li> <li>• Co-operate in implementing rehabilitation plan</li> </ul>	<ul style="list-style-type: none"> <li>• Health and safety guidelines are followed</li> </ul>

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Manager Operational Policy and Performance		✓		✓		✓
	Operational Policy and Performance team		✓		✓		✓
	MaSS Managers and staff		✓		✓		✓
	Personal Assistant to DCE, Shared Services		✓		✓		✓
	Other support staff in the Branch and Department		✓		✓		✓

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
External	Ministers' Offices				✓		✓
	Central agencies				✓		✓
	Staff from other Government Departments				✓		✓
	Staff from statutory bodies				✓		✓

Your success profile for this role	What you will bring specifically
<p>At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is <a href="#">Valued Contributor</a>.</p> <p><b>Keys to Success:</b></p> <ul style="list-style-type: none"> <li>• Customer Focus</li> <li>• Continuous improvement</li> <li>• Teamwork and peer relationships</li> <li>• Action oriented</li> <li>• Self-development and learning</li> <li>• Functional and technical skills</li> </ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience in providing efficient and effective personal assistance at Senior Management level.</li> <li>• Experience in office management, technology and systems.</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of system and process design and improvement</li> <li>• Basic knowledge of planning and reporting processes.</li> <li>• Proficiency in working with financial systems and information</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Strong interpersonal skills along with initiative, flexibility and the ability to be proactive</li> <li>• Ability to develop a deeper understanding of the business groups responsibilities and activities so as to operate in ways that fully support Branch effectiveness</li> <li>• Detail focussed with the ability to anticipate risks and the consequences of decisions and commitments</li> <li>• Ability to prioritise workloads and negotiate deadlines in the face of competing demands</li> <li>• Demonstrated ability to work with minimal supervision.</li> <li>• Confidence with Microsoft Office programmes</li> <li>• Possess judgement, tact, confidentiality and integrity when dealing with sensitive issues</li> <li>• IT acumen in using all forms of modern technologies</li> </ul>

Your success profile for this role	What you will bring specifically
	<b>Other requirements:</b> <ul style="list-style-type: none"><li data-bbox="820 264 1437 376">• A tertiary qualification in the secretarial, financial or business administration fields is desirable.</li></ul>