



Job description

Haere mai

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

Support Officer

Community Operations, Service Delivery & Operations

The Support Officer is responsible for providing administration and reception support to a regional or national Community Operations office.

The role provides funding administration support. Additionally this role has a strong customer focus in assisting community groups with enquiries on support and resources.

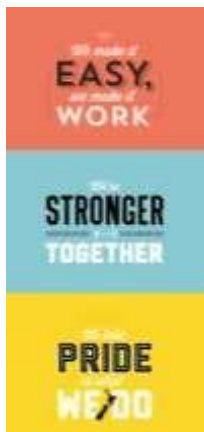
- **Reporting to:** Manager Regional Services/Manager Operational Policy and Business Improvement
- **Location:**
- **Salary range:** Business Support D

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.

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

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>Office Management and Administration</p> <ul style="list-style-type: none"> • Provide administration support to the team(s) • Ensure the team is up to date with key changes, notices and events • Coordinate team meetings and other key meetings including venue booking, preparing agendas and writing minutes • Organise team travel and catering arrangements • Manage the flow of office correspondence and provide support to prepare, format, collate, print, file and scan documentation • Maintain office equipment and resolve building maintenance issues • Ensure regular monitoring of vehicles and organise vehicle maintenance and facilitate the completion of FBT related requirements • Order and maintain sufficient office, stationary and kitchen supplies • Manage the timely processing of briefings and memos, as required. 	<ul style="list-style-type: none"> • A well organised and up to date office • Your manager and colleagues being able to focus on being effective and efficient in their core roles. • Office and Support Officer administrative deadlines are met effectively
<p>Customer Support</p> <ul style="list-style-type: none"> • Respond to general customer enquiries on funding applications, community support and resources and other matters via phone, email and face to face • Identify customer needs and provide initial information before referring enquiries on • Maintain familiarity with key information websites relating to our work, including but not limited to the Community Matters and DIA websites • Maintain the presentation of the reception area including availability of forms and resources. 	<ul style="list-style-type: none"> • Work behaviour that is customer centric and supported by positive feedback and minimal complaints • Suggestions for improving the availability of information for customers

What you will do to contribute	As a result we will see
<p>Funding Administration</p> <ul style="list-style-type: none"> • Provide general funding administration to support decision makers • Provide customer support for lodging grant funding and CDAS requests via the online system to community groups • Management of legacy grant accountability work • Coordinate decision maker meetings including venue booking, catering, travel and reimbursements/payments. • Record and distribute meeting minutes • Process payments from approved funding through the Grant Client Management System and FMIS. 	<ul style="list-style-type: none"> • Accurate and complete funding requests that meet Business Process Manual policy and guidelines • Community Operations colleagues feel well supported and confident in your abilities • Events and meetings are managed efficiently and cost effectively • Our customers receive funding promptly, allowing them to meet their expected outcomes
<p>Information Technology</p> <ul style="list-style-type: none"> • Action Service Desk requests for all IT related issues, repairs and supplies in the office • Organise the setup of IT resources as required by the team and Service Desk • Maintain all office IT equipment including phones, laptops, data projectors, VC, Wi-Fi and vasco tokens • Act as the point of contact for office moves and changes. 	<ul style="list-style-type: none"> • Your team is confident in your ability as the office IT SME • The team is working efficiently and effectively
<p>Financial Management</p> <ul style="list-style-type: none"> • Management of personal purchase card payments and expense claims for decision makers and stakeholders • Create purchase orders and track and process invoices • Meet monthly reporting deadlines and maintain the Commitment Register. • 	<ul style="list-style-type: none"> • Payments are managed according to Departmental process, delegations and policy
<p>Health and Safety (for self)</p> <ul style="list-style-type: none"> • Take responsibility for keeping self-free from harm • Follow safe working procedures • Report incidents and hazards promptly and suggest remedies where appropriate • Know what to do in the event of an emergency • Cooperate in implementing rehabilitation plan 	<ul style="list-style-type: none"> • Health and safety guidelines are followed

What you will do to contribute	As a result we will see
<p>Health and Safety (for team)</p> <ul style="list-style-type: none"> • Ensure staff are informed of Health and Safety requirements • Ensure the prompt and accurate reporting and recording of all workplace incidents and injuries • Ensure all hazards are promptly assessed for their significance and managed • Timely and accurate site safety reporting 	<ul style="list-style-type: none"> • Health and safety guidelines are followed

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Manager Regional Services		✓		✓		✓
	Community Advisors		✓		✓		✓
	Support Officer peers		✓		✓		
	Regional Administration Assistant		✓		✓		
	Other Community Operations Staff, .e.g. OPBI; SOLT		✓		✓		✓
	Property Staff		✓		✓		
	Finance team		✓		✓		
	Systems Administrator GCMS		✓		✓		✓
External	Community Organisations		✓		✓		✓
	Funding applicants, committees and panels		✓		✓		✓
	Te Atamira Taiwhenua		✓		✓		✓
	Whānau, hapū, iwi and Māori		✓		✓		✓
	Building Manager/Landlord		✓		✓		
	Suppliers/Vendors		✓		✓		✓

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 Valued Contributor.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Customer Focus • Continuous improvement • Teamwork and peer relationships • Action oriented • Self-development and learning 	<p>Experience:</p> <ul style="list-style-type: none"> • Demonstrated experience in providing efficient and proactive administration and office management, together with customer support • Proven experience managing high volumes of work within tight time frames • Proven ability in the use of Microsoft Office including; Outlook, Word, PowerPoint, Visio, Excel and Access • Proven IT acumen in the use of all forms of

Your success profile for this role	What you will bring specifically
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- Functional and technical skills

modern technology

Knowledge:

- Proficiency in working with financial systems and information
- Good understanding of, or ability to learn, the DIA Document Management System (DMS) and Grants Client Management System (GCMS)
- Understanding of, or ability to learn, grant funding policies and guidelines

Skills:

- The ability to build effective working relationships and interact with people at all levels
- An “eye for detail” and ability to proof read
- The ability to work with minimal supervision and show initiative

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