



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.

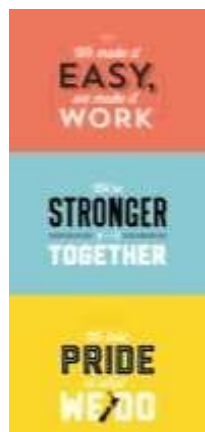
- **Reporting to:** Manager Regional Services/Manager Operational Policy and Business Improvement
- **Location:**
- **Salary range:** Business Support D

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.

INTERNAL AFFAIRS

Te Tari Taiwhenua

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
<ul style="list-style-type: none">Functional and technical skills	<p>modern technology</p> <p>Knowledge:</p> <ul style="list-style-type: none">Proficiency in working with financial systems and informationGood 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 <p>Skills:</p> <ul style="list-style-type: none">The ability to build effective working relationships and interact with people at all levelsAn “eye for detail” and ability to proof readThe ability to work with minimal supervision and show initiative