



# Job description

## Haere mai

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

## Team Administrator

### Gambling Directorate, Regulatory Services, PRC

As one of Government's larger regulators, Regulatory Services aims to minimise harm and maximise benefits through effective oversight of anti-money laundering and countering financing terrorism, gambling, anti-spam and censorship regulatory systems. We are a responsive risk-based regulator that uses innovation and collaboration to maximise our impact to achieve desired outcomes for New Zealand communities.

The Gambling Directorate is responsible for the delivery of responsive, risk based approaches that ensure regulated communities understand their obligations and that DIA's responsibilities are delivered to standard. The purpose of the Administrator is to provide ongoing administration support to the Gambling Directorate to manage and meet administrative workflow demands.

- **Reporting to:** Manager Operations
- **Location:** Wellington
- **Salary range:** Bus Sup D

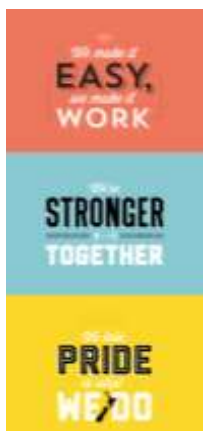
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### What we do matters – our purpose

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

## **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>Administrative and process support</b></p> <ul style="list-style-type: none"> <li>• Provide general administrative assistance to support the Operations Team, Managers and wider Directorate</li> <li>• Provide data entry support to enable efficient and effective workflow management and reporting for the team</li> <li>• Support the development, maintenance, and improvement of systems and processes</li> <li>• Manage purchasing and travel bookings</li> <li>• Assist with recruitment or other tasks as required in response to changing needs of the Operations Team and Managers</li> <li>• Meeting support – scheduling, booking, catering, other organisation as required</li> <li>• Provide quality control of application documentation including liaison with Societies</li> <li>• Ensure complete and accurate information is recorded in data bases and document management systems</li> <li>• Provide prompt responses or referrals for information requests as required including 0800 number enquiries and email requests</li> <li>• Ensure financial administration processing, recording, reporting and approval procedures are followed</li> <li>• Enquiries/management of invoices and liaison with accounts receivable and customers efficient and effective</li> </ul>	<ul style="list-style-type: none"> <li>• Admin needs of the team are anticipated and completed in timely and efficient manner</li> <li>• Systems and process are well supported, and opportunities for improvement identified and implemented where appropriate.</li> <li>• Accurate data entry and strong information management practices</li> <li>• Effective workflow management and the ability to respond to fluctuating demand with agility and flexibility</li> <li>• Meeting participants receive agendas, minutes and action points in a timely fashion</li> <li>• Accurate and timely financial administration of invoicing and accounts receivable enquiries</li> </ul>
<p><b>Relationship Management and Communications</b></p> <ul style="list-style-type: none"> <li>• Build and maintain effective relationships with stakeholders</li> <li>• Engage positively and build relationships within the Directorate to share information and learn</li> <li>• Demonstrate sensitivity to business stakeholders where cultural differences or language barriers are present.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective working relationships with internal and external stakeholders</li> <li>• Sector stakeholders report that they receive good information on how to meet their responsibilities</li> <li>• Information is accessible by a diverse range of sector groups</li> </ul>

What you will do to contribute	As a result we will see
<b>Health and safety (for self)</b> <ul style="list-style-type: none"> <li>Work safely and take responsibility for keeping self and colleagues free from harm</li> <li>Report all incidents and hazards promptly</li> <li>Know what to do in the event of an emergency</li> <li>Cooperate in implementing return to work plans</li> </ul>	<ul style="list-style-type: none"> <li>A safe and healthy workplace for all people using our sites as a place of work.</li> <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	Operations Managers	✓	✓		✓		✓
	Staff within Directorate	✓	✓	✓	✓		✓
	Other Regulatory Services/Department Staff	✓	✓		✓		✓
External	Other government agencies	✓	✓	✓			
	Societies, sector interest groups, and their representatives	✓		✓	✓		

Your delegations	
Human Resources and financial delegations	Level Z
Direct reports	Nil

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 office administration and support</li> <li>Essential qualities are excellent and accurate data entry, experience and confidence in using the suite of Microsoft applications and document management systems</li> <li>Customer service experience</li> <li>Experience managing high volumes of work within tight timeframes</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>Basic knowledge of planning and reporting processes</li> <li>Proficiency in working with financial information</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>Good organisation and planning skills</li> <li>Good communication skills</li> <li>Willingness to assist across broader office</li> </ul>

Your success profile for this role	What you will bring specifically
	<p>support requirements</p> <ul style="list-style-type: none"><li>• High standard of verbal and written communication skills</li><li>• Strong commitment to excellent customer service</li><li>• Shows drive, enthusiasm, self-motivation and initiative independent of the direction of others</li><li>• Takes a planned approach but responds with agility and flexibility to change</li><li>• Demonstrates commitment and resilience in the face of challenges</li></ul>