



Job description

Haere mai

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

Regional Administration Advisor

Community Operations, Service Delivery and Operations

The Regional Administration Advisor provides personal administration support to the Manager Operations and the Service Delivery Leadership Team. The role also coordinates business planning and reporting requirements and analyses management information to support Service Delivery Managers to manage service performance.

- **Reporting to:** Manager Northern (or Southern) Operations
- **Location:** Auckland (or Wellington)
- **Salary range:** Business Support E

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.



Te Tari Taiwhenua
Internal Affairs

What you will do to contribute	As a result we will see
<p>Personal and Management Administration Support</p> <ul style="list-style-type: none"> • Provide personal diary, meetings and scheduling assistance and support services for Manager Operations • Coordinate organisation of management meetings including, room booking, ensuring attendance of relevant staff, catering arrangements, provision of agendas, meeting papers and minute taking • Plan, coordinate and complete all required travel arrangements • Provide financial administration services for Manager Operations • Build and maintain professional and effective communication and relationships with Manager Operations and across the service delivery management team • Maintain a high level of confidentiality with all documentation, communication and information • Manage the flow of all management correspondence including identifying and escalating urgent issues , on behalf of the manager(s) as appropriate • Manage the drafting and preparation of letters, presentations, reports, briefings and minutes as required by the manager(s) or team(s) • Ensure early identification of issues or risks to Manager and ensure provision of relevant assessment and/or background information to support manager's responses • Coordinate organisation of the Investigation Review Panel meetings , including the monitoring and follow-up of agreed actions (Southern RAA) • Provide coordination and administrative support for the implementation of Community Led Development capacity building (Northern RAA) • Provide coordination and administrative support for the Community Led Development pilot programme (Northern RAA) 	<ul style="list-style-type: none"> • Effective, timely and proactive administrative support is provided to the wider service delivery management team • diaries are accurate and managers feel well prepared for meetings • Meeting participants receive agendas, minutes and action points in a timely fashion • Managers needs are anticipated and they are able to focus on being effective and efficient in their core roles • Efficient organisation and effective filing of management documents, reports, briefings systems and bring ups in place • Privacy requests, Ministerial Briefings and other official processes are completed in set timeframes • Responses are timely and communicated effectively and • You proactively communicate progress on tasks and provide updates when there are delays

What you will do to contribute	As a result we will see
Business Planning and Reporting <ul style="list-style-type: none"> • Coordinate and provide analysis of Service Delivery teams reporting information for Manager Operations, Manager Regional Services and others as required • Work closely with Support Officers and Manager Regional Services to ensure consistency in completion of business planning and reporting requirements • Coordinate processes for Service Delivery teams completion of business planning and reporting requirements (including emergency and business continuity planning), and monitor the regular review and maintenance of these plans • Monitor and coordinate internal DIA compliance requirements and processes as required 	<ul style="list-style-type: none"> • Compliance with all business planning and reporting requirements • A consistent, quality approach to business planning and reporting is in place across the Northern (or Southern) Operations delivery
Information Analysis and Coordination <ul style="list-style-type: none"> • Extract, collate and analyse monthly operational planning and reporting information as required for the Manager Operations and the Managers Regional Services • Investigate and provide advice and/or analysis on financial reporting variance issues or transactional queries as required for the Manager Operations • Work closely with Support Officers to ensure consistency of Service Delivery reporting information including monitoring, collation and analysis • Maintain own knowledge and understanding of best practice and departmental requirements for administration systems, processes and practices • Work closely with Support Officers to ensure best practice administration processes and systems improvements across service delivery teams • Work with GAR (Grants, Audits and Reviews) to ensure relevant and accurate information is identified and provided for the Investigation Review Panel (Southern) 	<ul style="list-style-type: none"> • Relevant and accurate service delivery information is identified and provided within timeframes and to required standard • A consistent, quality approach to reporting is in place across the Northern (Southern) Operations delivery

What you will do to contribute	As a result we will see
Analysis of Administration Requirements and Provision of Administration Advice and Support <ul style="list-style-type: none"> • Work closely with the other Regional Administration Advisor and Service Delivery Managers to provide appropriate administration systems and process advice to service delivery teams • Work in close liaison with the Manager Operations and Service Delivery Management team to ensure administration requirements are being met • Provide early identification of administration and system problems, issues and risks to Management and provide assessed options and/or solutions to address these • Provide induction, support and coaching in administration systems and processes to Support Officers 	<ul style="list-style-type: none"> • High quality provision of administrative services across service delivery
Health and safety (for self) <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 • Co-operate in implementing rehabilitation plan 	<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	Community Operations Managers	✓	✓		✓		✓
	Support Officers	✓	✓	✓	✓		
	Operational Policy and Business Improvement	✓	✓		✓		✓
	Finance, Grants Audit and Review, Business Services, Communications and Human Resources		✓	✓	✓		✓
	Staff and other service delivery peers	✓	✓	✓	✓		✓
External	As the need arises when providing administration support for Managers Southern and Northern Operations	✓	✓	✓	✓		✓

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• Functional and technical skills	<p>Experience:</p> <ul style="list-style-type: none">• Demonstrated experience in providing efficient and proactive personal assistant, administration and office management support at a regional or national level• Demonstrated experience in financial administration• Experience developing clear and accurate reports• Effective relationship management with all staff, managers, and senior managers as well as external stakeholders• Proven IT acumen in the use of all forms of modern technology <p>Knowledge:</p> <ul style="list-style-type: none">• Electronic document storage and retrieval processes• High level of knowledge in the use of Microsoft Office including; Outlook, Word, PowerPoint, Visio, Excel and Access <p>Skills:</p> <ul style="list-style-type: none">• Strong relationship management and communication skills• Strong personal organisational skills and flexibility and ability to respond promptly and adapt to change• Ability to manage high demand situations and assist Managers with prioritising and managing conflicting demands in a complex environment.• Ability to analyse and report on management information <p>Other requirements:</p> <ul style="list-style-type: none">• A qualification in business administration in desirable