



# Job description

## Haere mai

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

## Business Support Administrator

### Archives New Zealand, Information and Knowledge Services Branch

Business Support Administrators work together, and with Personal Assistants, in Archives New Zealand's Wellington Office as a virtual team, while reporting to a specific manager. The Business Support Administrators are responsible collectively for providing high quality, consistent and dependable team, secretarial, administrative, programme and project support. They undertake remote enquiry registration, public reception services and data entry related to archives. The Manager Strategy and Operational Services Group leads the virtual team.

- **Reporting to:** Director Holdings and Discover / Director Government Recordkeeping / Manager Strategy and Operational Services
- **Location:** Wellington
- **Salary range:** Corporate Band 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| <b>Administration Support</b> <ul style="list-style-type: none"> <li>• Provide meeting support including scheduling, room bookings, catering, meeting facilities and coordination of attendees and minute taking</li> <li>• Monitor and assist with team administrative priorities, workload and travel requirements</li> <li>• Systematically capture and track correspondence, briefings and other deliverables</li> <li>• Assist development of high quality physical and digital documents including formatting, production and distribution</li> <li>• Support records and information management, using departmental systems effectively</li> <li>• Assist in the induction and training of new team members, including scheduling training, facilitating desk and ICT set-up and authorisations required</li> <li>• Undertake financial administration, including processing all invoices, accruals, preparing financial reports and reimbursement claims</li> <li>• Staff the public reception desk and manage public telephone and email communications.</li> </ul> | <ul style="list-style-type: none"> <li>• Smooth running of the Archives New Zealand Wellington office</li> <li>• Timely delivery of papers, setup support and good minutes enable meeting participants to focus on their purpose</li> <li>• Administrative needs are anticipated and delivered so managers and staff can focus on their work</li> <li>• Timeliness is supported and can be measured</li> <li>• Archives New Zealand documents meet the needs of users and support our reputation</li> <li>• Records and information support business need and accountability</li> <li>• Effective administrative support allows new staff to focus on their substantive roles</li> <li>• Financial administration is undertaken in accordance with Department process, delegations and policy and within agreed timeframes</li> <li>• Budget managers can rely on up to date information for decision making</li> <li>• Members of the public are directed to the service they need</li> </ul> |
| <b>Work across Archives New Zealand</b> <ul style="list-style-type: none"> <li>• Provide effective support for home directorate / group and act collectively with other Business Support Administrators as a virtual team to provide back-up cover for each other</li> <li>• Progressively learn both core and Directorate / Group tasks to ensure the flexibility of the virtual team</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>• The virtual team works together to maintain: <ul style="list-style-type: none"> <li>◦ services during planned absences</li> <li>◦ priority services during unplanned absences.</li> </ul> </li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Wider Support</b> <ul style="list-style-type: none"> <li>• Provide additional and back-up support to the personal assistants in Archives New Zealand as required</li> <li>• Provide support and assistance to other support staff across the branch and department as required</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>• Business Support Administrators support Personal Assistants so they can effectively support Chief Archivist and Directors</li> <li>• Archives New Zealand supports DIA being stronger together</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| What you will do to contribute                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | As a result we will see                                                                                                                                                                                                                                                                                                    |
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| <b>Directorate / Group tasks</b> <ul style="list-style-type: none"> <li>Register official correspondence, such as Ministerial and Official Information Act (OIA) requests, and maintain relevant spreadsheets and databases</li> <li>Compile information to support management reporting</li> <li>Provide support for the scheduling and monitoring of the recordkeeping audit programme</li> <li>Undertake remote enquiry registrations</li> <li>Undertake data entry and listing of information related to archives to improve their accessibility</li> </ul> | <ul style="list-style-type: none"> <li>Timeliness is supported and can be measured</li> <li>Information is accurately compiled to support management</li> <li>The audit programme proceeds to schedule</li> <li>Enquiries are responded to</li> <li>The accurate description of archives enhances accessibility</li> </ul> |
| <b>Health and safety (for self)</b> <ul style="list-style-type: none"> <li>Take responsibility for keeping yourself 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                                   | Chief Archivist                             |        | ✓                |           | ✓      |             | ✓          |
|                                            | Director or Manager SOS as line manager     |        | ✓                |           | ✓      |             | ✓          |
|                                            | Manager SOS as virtual team manager         |        | ✓                |           | ✓      |             | ✓          |
|                                            | Other Business Support Administrators & PAs |        | ✓                | ✓         | ✓      |             | ✓          |
|                                            | Key Stakeholders                            |        | ✓                |           | ✓      |             | ✓          |
| External                                   | Staff from other government departments     |        | ✓                |           | ✓      |             | ✓          |
|                                            | Minister's office support staff             |        | ✓                |           | ✓      |             | ✓          |
|                                            | Stakeholder and customer groups             |        | ✓                |           | ✓      |             | ✓          |

| Your success profile for this role                                                                                                                                                                                                                                                                                                              | What you will bring specifically                                                                                                                                                                                                                                                                                                                                                |
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| <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> </ul> | <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>Proven experience in providing efficient and effective administration services</li> <li>Prior experience building and maintaining strong and effective working relationships</li> <li>Demonstrated experience managing high volumes of work within tight time frames, to required quality standards</li> </ul> |

| Your success profile for this role                                                                                                                                                                 | What you will bring specifically                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| <ul style="list-style-type: none"> <li>• Teamwork and peer relationships</li> <li>• Action oriented</li> <li>• Self-development and learning</li> <li>• Functional and technical skills</li> </ul> | <ul style="list-style-type: none"> <li>• Experience in working with records and information management systems</li> <li>• Project administration experience is desirable</li> <li>• Experience in working with financial information is desirable</li> </ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• of business software, particularly Microsoft Office and electronic content management systems</li> <li>• of project management methodologies – desirable</li> <li>• of planning and reporting methodologies - desirable</li> </ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience and skills in a range of desktop applications, particularly Microsoft Office (Word, Excel and PowerPoint)</li> <li>• Accurate, with good attention to detail</li> <li>• Excellent communication skills, both written and verbal</li> <li>• Strong organisation and prioritisation skills and the ability to be proactive and flexible</li> <li>• Ability to multi task and work independently to ensure that tasks are completed efficiently</li> <li>• Strong customer service and relationship management skills, with a demonstrated ability to meet the expectations of clients</li> <li>• Possess judgment, tact, confidentiality and integrity when dealing with sensitive issues</li> </ul> |