



Proposed Position Summary

Proposed Position Title:	Office Administrator & Receptionist
FTE	1.0
Reports To:	Operational Hub Leader
Proposed Functional Area:	Administration Hub, Partnership Services
Position Location:	Whangarei
Direct Reports:	NIL
Delegated Authority:	As per Delegated Authority or Nil
Budget Responsibility:	As per Delegated Authority or Nil
Key Impacts:	Exceptional experiences of all stakeholders in interaction with Mahitahi Hauora through our Reception functions.
Key Outputs:	Effective communication, providing appropriate information, upholding the organisations reputation, flexible and appropriate administration support
Key Activities:	Maintaining a high standard as the first point of contact for the organisation. Providing Administration duties to support the successful day to day operation of the Whangarei Office and wider organisation.
Key Cross Overs:	<p>Network Enablement: Accountability - Outputs and outcomes achieved by PoC, Emerging unmet need trends - for planning considerations and further investment cases, Act as SMEs - both through professional (e.g. clinical) and experience (e.g. relationship partners), Quality indicators that are set are being met, Equity lens and focus and performance of outcomes.</p> <p>PMO: Providing expert advice in implementation options, Ensuring sustainability of project implementation through relationship expertise and knowledge of operational system, Any PHOSA risks requiring project support.</p>

Key Purpose

Provide efficient and effective Administration and Receptionist services to support all stakeholders internal and external on a daily basis. This position provides high level administration to support our organisation and is the face and perception of Mahitahi Hauora for all stakeholders who interact with our organisation.

Key Responsibilities

Administration Functionality & Reception	<ul style="list-style-type: none"> • Ensure all communication of any nature upholds a high perception of Mahitahi Hauora, is appropriate in nature, supportive and adheres to our Mahitahi Hauora values. • Ensure Reception is managed at all times, or as appropriate and relative functions are performed to optimum levels. • Greet and Directs callers & visitors appropriately to satisfy any enquiries & requests.
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	<ul style="list-style-type: none"> • Oversight of general building tidiness, kitchen and organisational functionality. • Prepares/secures the building as required each day. • Manage the visitor log book, issue visitor passes, and manage visitor Health and Safety as appropriate. • Responsible for administration tasks being performed in a timely manner including: <ul style="list-style-type: none"> - Management of stationery supply and distribution - Consumable supplies for Mahitahi Hauora - Photocopying support if required - Travel and Accommodation Arrangements supporting all staff across Mahitahi Hauora, liaising with other branches on preferred suppliers for travel, and accommodation. - Typing of Correspondence and Meeting minutes as required - Organising catering and venue setup and support for all staff across Mahitahi Hauora including adhering to our healthy food policy and budget requirements. - General Administration support across all services as required and directed - Photocopy and bind monthly Board and Audit Risk & Finance Packs in preparation for the meetings. - Acts as fire warden in the event of fire/evacuation ensuring all fire and safety rules are adhered to with no incident. - Briefs relieving staff on status of staff on each hand-over - Develop systems and process to enhance efficiency of support services - Monitor room bookings and assist with setup as required. Ensure where bookings are not being used – follow up with the organiser to release the booking.
Health & Safety	<ul style="list-style-type: none"> • Responsible for coordination and administration of all operational Health and Safety across all branches of Mahitahi Hauora including: <ul style="list-style-type: none"> - Organising regular Health & Safety Committee Meetings - Administration of Health & Safety Committee membership, minutes and relevant documentation - Ensuring compliance with the HSWA - Coordination of regular Health & Safety Reviews - Coordinate fire and evacuation drills and maintain relevant documentation
Security	<ul style="list-style-type: none"> • Administer building security and access to staff as required and as appropriate. • Manage the collection of security tokens and security access register • Maintain a relationship with the Security Company ensuring they are aware of office closures, new and exiting staff and any other relevant information • Ensure systems are in place to manage security breaches and the ability to take immediate action to remedy a security situation that could cause potential harm to Mahitahi Hauora premises or staff.
General Administration	<ul style="list-style-type: none"> • Provide allocated general administration tasks to support to the wider organisation
Reporting and Planning	<p>Provide regular reporting on activity, issues, and opportunities, that will help informed decision making, and improve the organisational key objectives and strategic priorities.</p>

<p>Relationship Management</p>	<p>Build and maintain effective networks and relationships both within and beyond Mahitahi Hauora to promote our service offering, support the achievement of our strategic focus and create collaborative opportunities.</p> <p>Work as a collaborative team member supporting each other across training and development, innovation and engagement.</p>
<p>Organisational</p>	<p>Understand and communicate the vision and strategic priorities of Mahitahi Hauora and as a contributing team member, meet confidentiality, privacy and health and safety commitments. Work in accordance with organisational policy and procedures, legislation and guidelines.</p>

Person Specification

Key Competencies: These competencies are specific to the position and reflect the key behaviours that directly support overall success in the position.

Problem Solving	Approachability	Customer Focus
Interpersonal Savvy	Planning and Organising	Listening
		Peer Relationships

Key Qualifications, Experience, Skills and Knowledge:

Education and Qualifications	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> Advanced Computer literacy skills, e.g. Microsoft Office programmes Current and un-encumbered Drivers Licence. 	<ul style="list-style-type: none"> Power Point Presentation Training Publisher Training Visio Training
Experience	
<i>Essential</i>	<i>Desirable</i>
<p>General Administration</p> <ul style="list-style-type: none"> 5 years administration experience in supporting individuals, teams and workflows Intermediate MS Suite skills and administration experience across the MS suite and relevant programmes Confident communicator both verbal and written 	
A commitment to the development in competency of	
<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> The Treaty of Waitangi and its' application to the health setting. Tikanga, Maori protocols and Te Reo Maori. The application of Whanau Ora Outcomes Framework within Primary Care settings Privacy Act (2020) and Health Information Privacy Code (1994). 	<ul style="list-style-type: none"> Health and Safety at Work Act 2015(HSWA) Health and Disability Commissioner (Code of Health and Disability Services Consumers' Rights) Regulations (1996). New Zealand Council of Healthcare Standards.
Skills and Knowledge	



- Advanced communication and relationship skills
- Proficiency with MS Office applications and practice management systems
- Advanced time management and decision making skills
- Strong interpersonal and relationship building skills
- Understanding of the Privacy Act, and ability to manage confidential and controversial information

Variation of Duties

Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in anyway the scope or functions of this position. Duties and responsibilities can be amended from time to time, either by additional, deletion, or straight amendment by the CEO to meet any changing conditions in consultation with you.

Employee Name:

Employee Signature: Date:.....

Managers Name:

Manager Signature: Date:.....