

Claims Team Administrator

Reports to	Manager, Claims and Registry, Waitangi Tribunal	Group	Operations and Service Delivery
Unit/Team	Waitangi Tribunal Unit	Location	Wellington
Direct reports	nil		

Our ministry

Justice is the foundation of any democratic society and New Zealand has one of the most trusted public services in the world. At the Ministry of Justice, we work as one team to provide a great service to the public every day. Our team of over 4,000 people is working together for a fair and safe Aotearoa.

We lead the justice sector administering the courts and tribunals, the legal aid system and the Public Defence Service, ensuring their integrity. We provide policy advice to the government on legislation relating to the justice system and New Zealand's constitution. We help the Crown to honour its responsibilities to Māori.

It is an exciting time to join us. We are leading the transformation of our criminal justice system, helping to tackle New Zealand's high levels of family violence and sexual violence, and improving New Zealanders' access to justice. We want to provide better justice for Māori and we are working closely with the tangata whenua.

We listen to and work with our communities so we can improve our services for the people who need them most and increase our support for the most vulnerable. We want people to have the same high quality of service regardless of who they are, where they are, or how they interact with us.

The Ministry is a great place to be, where you can be yourself and succeed. We value diversity. We respect our people, practice integrity, deliver great service and our team always aims for excellence.

The Waitangi Tribunal Unit

When you join us, you'll play an important part in helping to keep our communities safe and ensuring our justice system is fair and credible. We work together to ensure a safe and just New Zealand.

The Waitangi Tribunal was established in 1975 by the Treaty of Waitangi Act 1975. The Tribunal is a permanent commission of inquiry charged with making recommendations on claims brought by Māori in respect of acts or omissions of the Crown in breach of the principles of the Treaty of Waitangi.

The Tribunal is supported by the Ministry of Justice, through the Waitangi Tribunal Unit, which provides administrative, research, and support services including the registration of claims, the facilitation of Tribunal inquiries, and assistance to the Tribunal in the writing and production of its reports.

Our values: RISE

Respect: We value others and their contributions

Integrity: We are honest and open

Service: We deliver results

Excellence: We focus on quality

Your role

The Claims Team Administrator is responsible for contributing to the administrative support of the Waitangi Tribunal providing administrative support to the Manager, Claims and Registry and Claims Co-ordinators.

Your responsibilities

Administrative Support and Assistance

- Maintain the register of claims (i.e the copies of the SOCs and ASOCs folders in paper and e-format as opposed to the register proper)
- Assist with financial management through invoice processing and accruals recording. This also includes quality assuring the substance of Waitangi Tribunal Member Reimbursement Forms relative to the Member Fee/Expenses matrix and taking appropriate follow up actions with Waitangi Tribunal Members where remedial actions are needed
- Provide administrative assistance as required
- Maintain consumable stock levels
- Maintain and check Waitangi Tribunal audio equipment
- Provide transcription QA services
- Collation of information and data for Claims Team Reporting including providing statistical information and reports on Claims outputs

- Provide back up to the Claims Co-ordinator in regards to Claims Co-ordination Process Management & Event Management accountabilities.
- Provide administrative support to the Manager, Claims and Registry on the updating and distributing of the Waitangi Tribunal internal and external event programme
- Maintain the record of inquiry and claims files
- Provide administrative support to the Manager, Claims and Registry in maintaining the Claims Team procedures manual
- Assist with general enquiries

Document Management

- Provide accurate and timely photocopying, binding and distribution of Tribunal documents, reports and other papers
- Provide scanning and e-filing services for statements of claims, amended statements of claims and general material
- Co-ordinate the completion of large copying jobs with local photocopying companies as required
- Assist in maintaining records of inquiry and claims files as required

Relationship Management

- Deliver customer service and foster a customer focus within the team
- Establish and maintain an effective working relationship with the Tribunal members, team members and Waitangi Tribunal staff members
- Establish and maintain an effective working relationship with the key internal and external stakeholders
- Ensure that business relationships are maintained at an agreed level by developing, implementing, and maintaining a quality oriented, timely, and service-focussed approach in work programmes and services provided

Team Effectiveness

- Contribute to a positive team culture that enables the high performance of the immediate team and organisation
- Actively contribute to the development of the team's employee engagement action plan
- Contribute to the identification of work priorities
- Actively support team members to deliver on work priorities within agreed time frames and quality standards
- Share knowledge, time and expertise to assist other members of the team
- Provide constructive feedback to team members and be receptive to receiving feedback

Performance and Development

Performance

- Agree clear, measurable, challenging and achievable performance goals with your manager and achieve agreed outcomes
- Develop and maintain a current knowledge of the Ministry's priorities

- Make the connection between organisational, business unit and team goals when planning and setting performance goals

Development

- Welcome constructive feedback, acknowledge where change is needed and deal with it constructively
- Develop and maintain an in-depth understanding of the Ministry, the justice sector and other areas relevant to your work
- Build breadth and depth of experience by actively seeking learning opportunities
- Actively participate in development activities and programmes agreed with your manager
- Develop and maintain a working knowledge and understanding of the machinery of government and separation of powers
- Build and maintain up to date technical knowledge and expertise and adapt practices accordingly
- Maintain knowledge of relevant legislation to enable appropriate exercise of powers

Health and Safety at Work

- Comply with health and safety procedures
- Take all practicable steps to ensure you don't harm yourself or anyone else
- Report all incidents and help to identify and manage hazards
- Support the site health and safety committees.

Your working relationships

Internal

Manager, Claims and Registry, Waitangi Tribunal
 Registrar, Waitangi Tribunal
 Deputy Director, Waitangi Tribunal Unit
 Director, Māori Land Court and Waitangi Tribunal Unit
 Waitangi Tribunal Chairperson, Deputy Chairperson, Presiding Officers and Members
 Chief Judge and Judges of the Māori Land Court
 Staff and managers across the Ministry of Justice

External

Claimants, claimant bodies and claimant counsel
 Office of Treaty Settlements
 Crown Forestry Rental Trust
 Te Puni Kōkiri
 Crown Law Office
 Other justice and Treaty sector agencies
 Other government departments and agencies including relevant Crown entities

Your education & experience

EDUCATION/PROFESSIONAL QUALIFICATIONS AND TECHNICAL SKILLS

- A sound educational background to NCEA level 2 (Sixth Form Certificate) or equivalent and/or work experience
- Experience in scanning and e-filing technology is highly desirable
- Familiarity with the use of general office equipment is highly desirable

WORK EXPERIENCE

- Strong customer service ethic
- A high level of attention to detail and high standards of accuracy
- Knowledge of te reo and tikanga Māori is highly desirable
- An ability to quickly acquire a basic understanding of the Waitangi Tribunal, its processes and its operating environment is desirable
- Demonstrated use and knowledge of appropriate office PC based technologies, including Microsoft Office word-processing, spreadsheet and database applications
- Strong office administration and organisational skills
- The ability to plan, prioritise and focus on critical issues
- Flexibility and the ability to work in a changing environment

Public Service

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūrangā mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hāpori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.