



# Job Description

## Whakarite Matua / Senior Administrator

**0.8 FTE (32 hours per week)**

**Reports to:** Executive Director

**Direct Reports:**

Occupational Therapy New Zealand–Whakaora Ngangahau Aotearoa (OTNZ-WNA) was established in 1949 to represent the professional interests of occupational therapists / nga kaiwhakaora ngangahau. OTNZ–WNA places a strong emphasis on providing high quality services in a timely manner to its members. The primary objects include: representing and promoting the value of occupational therapy / whakaora ngangahau and occupation, advocating for accessibility to Occupational Therapy and other related issues, promoting high standards of ethical and professional practice, providing resources, facilitating education and research and the interests of the profession.

In giving effect to the objects for which the Association is established and the underpinning values, we encourage practices that reflect Aotearoa/New Zealand's regard to the provisions, spirit and the intent of Te Tiriti o Waitangi and to tautoko cultural diversity.

Te Tiriti Relationship Governance Model (TRGM) is the structural framework of the association, which is endorsed and maintained within decision-making.

### **Ngā Mahi – What you will do**

This Senior Administrator plays a key role to ensure the day to day operations of the OTNZ-WNA office run smoothly and effectively. Member engagement and customer service is at the heart of this position as the typical first point of contact for new and existing members. Providing support in areas of the office environment, human resources and employee filing, reporting, purchasing and liaising with suppliers. The Senior Administrator also provides executive assistance (EA) to the Executive Director (ED) and OTNZ-WNA appointed Council to ensure those functions are operating as effectively as possible.

### **Ngā haepapa - What you will be responsible for**

- General office management and administration
- Membership services and engagement
- Health, safety and compliance
- Executive assistance to the ED and Council
- Human resource (HR) administration and keeping all employee information up to date
- Liaising with the HR Consultant as required by ED



- Managing insurance requirements and liaising with the Insurance Company in conjunction with the ED
- Administration of publications
- Administer job vacancies on behalf of customers
- Coordinating professional indemnity insurance for members
- Overseeing Special Interest Groups
- Assisting with the Annual General Meeting (AGM) and other events
- Supporting staff to have the resources and environment required to carry out their duties
- Produce monthly reports for the ED, covering both operational and strategic activity
- Holding of files and the system used to store key documents and all documents
- Supporting the implementation of policies
- Accounts administration, including petty cash
- Managing the asset register
- Embedding TRGM in the organisational business
- Assisting and leading projects aimed to improve systems and processes
- Managing any temporary staff if required to meet annual membership peaks

### **Ka kawea o koe te aha - Detailed Accountabilities**

#### *General Administration*

- Point of contact by phone, email and in person
- Advanced Word processing/spreadsheets/xero as required
- Proof reading, preparing items for publication
- Maintaining office supplies and environments
- Financial/administrative support for professional development events as required
- Providing member database information as requested in alignment with policy
- Processing incoming/outgoing mail
- Responding to routine queries or re-directing as required
- Assisting with preparation, n and set up of Council papers along with other organising requirements for Council meetings
- Assist Executive Director with , travel arrangements, governance matters, meeting papers, researching information, document production and distribution etc.
- Checking, updating, and following up key strategic hui actions and external memberships
- Ensure OTNZ-WNA member list is updated monthly to the World Federation of Occupational Therapy (WFOT) website
- Looking for continuous improvement to OTNZ-WNA office procedures and processes
- Ensure TRGM is embedded in all activity using tikanga advisors to support application.

#### *Membership Services*

- Maintain member data in databases
- Respond to routine member queries
- Assist with membership sales and enquiries including administering the automatic payments
- Promote member benefits
- Assisting Marketing lead with the subscription renewal period including the collection of member data for the purpose of subscription renewal
- Communicate with stakeholders for bulk membership purchases and provide all administration services for these



- Support the development of and send membership/conference/workshop packs as appropriate
- Prepare monthly Insurance Report and forward to the Insurers (BMS) by the 13<sup>th</sup> of each month
- Answer member queries and promote indemnity insurance to members
- Co-ordinate daily updated job vacancies to the OTNZ-WNA website, Facebook and through Mailchimp for direct advertising
- Do up artwork and proof for advertiser approval prior to posting through Mailchimp
- Monitor the website and ensure expired jobs are taken down in a timely manner
- Invoice all advertised job vacancies using Xero
- Support the members continuing professional development (CPD) activities and update events calendar
- Administer the activities associated with Occupational Therapy (OT Week)
- Administer the 'Find an .....' options content on the website
- Administer the advertising - Ensure when the details come through for the advert that all are entered correctly and the person advertising is a member
- Embed TRGM in all activities
- Assist Council and sub-committees with tasks as required such as: setting up zoom, minutes as required, scheduling, booking guests and contractors, following up administrative tasks and actions as required

#### *Safety*

- All OTNZ-WNA safety procedures and policies are complied with
- Oversees OTNZ-WNA health and safety procedures on behalf of the ED
- Supports implementation of having a safe place to work by being aware of and complies with all building and office safety procedures and policies
- Contributes to the development of OTNZ-WNA policies and procedures as appropriate
- Acts in a culturally safe and mana enhancing and protecting way with members, customers, public, contractors and staff. Uses appropriate tikanga in relating to members

#### *Publications*

- Prepare copy for the Friday Pānui
- Create and administer a regular advertising and copy plan
- Communicate with Council, Executive Director, Senior Advisor and any other contributors to ensure copy is prepared and accurate
- Update website information in conjunction with other staff
- Undertake regular reviews, including archiving older information on website
- Send OT Insight to members and upload copy to website
- Administer the social media accounts with regular updates in conjunction with other staff
- Prepare copy and publish marketing communications in relation to OTNZ-WNA events (clinical workshops, conferences and other CPD events).

#### *Assist with the running of the AGM*

- Assist members eligible to vote with a sign-in process or electronic process
- On the day, initiate sign-in process of members dealing with proxy voting as well in accordance with the rules of the association
- Assist with vote counting when required
- Assist with minutes of the meeting as required

#### *Special Interest Groups*



- Any relevant correspondence is sent to the ED to put on Special Interest Groups (SIGs) if related to an area of interest
- Posting information on SIG's where appropriate
- Bringing discussions to the attention of other OTNZ-WNA staff where appropriate
- Ensure members have easy access for SIGs

### **Ngā rōpū whaihua - Who you will work with**

#### Internal:

- OTNZ-WNA ED & staff
- OTNZ-WNA Council and sub-committees
- OTNZ-WNA Tikanga Advisors
- OTNZ-WNA contractors
- OTNZ-WNA membership
- Special Interest Groups (SIG's) and Local Area Networks (LAN's)

#### External:

- Mana whenua through Tikanga Advisors
- Technology providers
- Office maintenance suppliers or service suppliers
- Occupational therapy profession
- Customers
- General public
- Networks including government agencies and departments

### **Ngā pūmanawatanga ōu - What you will need**

To be successful in this position you will be:

- Experienced in managing and supporting a small office / virtual office
- Energetic, approachable, flexible
- Able to embed TRGM in the way you work upholding tikanga, mana and kawa
- Invested and passionate about the work of OTNZ-WNA profession and membership
- Able to work effortlessly in a small team environment, enjoy technology, problem solve and have a "can-do" attitude
- Able to demonstrate a high level of proficiency with Microsoft packages especially Outlook, Word, Excel and PowerPoint
- Able to provide accounting administration using Xero
- Demonstrating an ability to verbally and in writing express thoughts, information and ideas in a clear, concise, accurate and coherent way using an appropriate manner
- Able to coordinate multiple priorities by delegating effectively
- Able to demonstrate ability to plan and organise self to achieve work programme outcomes, meet deadlines and manage conflicting requirements
- Able to demonstrate ability to develop effective relationships and foster manaakitanga
- Demonstrating a commitment to the provision of quality services
- Honest, show integrity and have an understanding of the significance of ethics and confidentiality
- Able to supervise and mentor junior temporary staff as required

#### Personal Skills/Attributes:

- Will be able to adopt and work within the values of the TRGM
- Understanding of Aotearoa New Zealand history, and culture



- Excellent written and verbal communication skills in English and is familiar with Te Reo Māori with ability to seek appropriate support and advice as required
- Knowledge of Te Tiriti o Waitangi, tikanga and partnerships with Māori
- Strong organisational skills, efficiency, attention to detail and accuracy
- Ability to work to deadlines and manage multiple tasks
- Ability to manage the office / virtual office
- Ability to uphold the values of the organisation