



Ko Te Manatū Taonga tēnei,
 he mana whānui, he toronga
 whānui, he manawa nui anō
 hoki tēnei e karanga atu nei.
 Nau mai, tomo mai, kia rongō
 ai tāua i ngā tākirikiringa o te
 whatumanawa o tō tatou
 tuakiritanga ā-motu.

Ki te puāwai te ahurea, Ka ora te iwi

Culture is thriving, the people are well

Come work with us

- We are a Ministry with a broad mandate and wide reach across a complex system
- We embrace diversity and inclusiveness and are passionate about our mahi
- We welcome experiences from different sectors to strengthen and support the pou of our whare

A taste of what we do

- We work in a sector that contributes \$11 billion to New Zealand's GDP over 90,000 jobs, ranging from screen production to symphonies, broadcasting to ballet, kapa haka to heritage, and more
- Our mahi helps the government promote Aotearoa, our unique cultural identity — from policy to programme delivery
- With our partners — Māori, public sector agencies and our funded agencies — we connect local communities to cultural experiences that enrich our mātauranga
- Our sector funds and tells stories reflecting who New Zealanders are today, helping us to navigate our future — building an inclusive and cohesive nation we want our tamariki to grow up in and call home

**Manatū
 Taonga**
 Ministry
 for Culture
 & Heritage

Pou Whirinaki, Te Whakaaturanga Tūranga

Team Administrator, Position Description

Team Administrators help us ‘dot our i’s and cross our t’s’. You work as the ‘face’ of Manatū Taonga as well as behind the scenes. With an eye for detail and organising finesse you ensure people are in the right place at the right time, our visitors feel welcome, and our administration runs smoothly. As part of a network of administrators across Manatū Taonga you operate as the ‘one-stop-shop’ of administrative support. You seek opportunities to ensure the organisation is well supported and optimise use of modern ways of working.

MŌ TE RATONGA TŪMATANUI | ABOUT THE PUBLIC SERVICE

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua a te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Aronga mahi | Work focus

Reporting Line	You work in Te Hua Delivery Group, reporting to Pou Arataki o Te Pae Mahara Manager, Te Pae Mahara
Direct Reports Accountability	Nil
Financial Accountability	Nil

TE WHĀINGA ME TE PUTANGA | PURPOSE AND OUTCOME

This role helps to support a team that connects people with New Zealand’s culture and heritage by caring for and sharing our taonga and stories. Te Hua | Delivery Group is the operational delivery arm of the Ministry. It is composed of Te Pae Mahara, Te Pae Māpuna and Te Pae Wānanga.

TE HOROPAKI ME NGĀ KAWENGA | CONTEXT AND RESPONSIBILITIES

This role provides the full breadth of team administration and support to Te Pae Mahara and Te Pae Māpuna. You anticipate demands and pro-actively manage constantly changing diary and meeting requests. Your ability to prioritise and make judgements on responding to correspondence and emails allows your managers to succeed in their roles.

There are meetings to plan and host. Preparation of documents for ministers or urgent information act requests. There are supplies to order, travel arrangements to make, invoices to pay, budgets to monitor, and reporting information to prepare. Ideally these arrangements are well planned for in advance – but there are bound to be last minute additions and changes that need to be managed professionally, courteously and at pace.

NGĀ HONONGA | RELATIONSHIPS

You work closely with Te Kāhui Hāpai | Ministry Support Team and especially reception to ensure they are aware of meetings or events being hosted by Manatū Taonga and that we follow correct processes for hosting visitors on and off-site.

You support managers and your team with big and small tasks, from setting up meetings, to booking travel, to organising catering. You liaise with Te Pae Huarewa to ensure hosting Māori iwi is well planned and conducted in the culturally appropriate way.

You work with teams in Te Iho – people and culture, finance, facilities and technology – to support the accurate implementation of organisational policies and practices and being that point of contact to trouble-shoot, for example supporting recruitment, or actioning invoices.

You work across the administration support team, drawing on support when required and providing support to others when needed. You also work together to improve administration and support processes in a way that benefits the whole organisation.

Ngā wheako me ngā tohu mātauranga | Experience and Qualifications

In addition to the skill requirements outlined at the end of the position description the following experience and qualifications are specifically required for this position:

- Personal assistant and office administration experience
- Strong oral and written communication skills
- Excellent organisational and time management skills
- Knowledge of and interest in New Zealand history and digital publishing
- Strong knowledge of Microsoft suite

Te tū angitu i roto i tēnei tūranga | Being successful in this role

When managers and teams involve you in planning and pro-actively seek your help, then you know you are doing things right. You approach all tasks positively and willingly – whether known about in advance or responding to last minute requests. While you operate effectively in the ‘now’, you add further value by looking ahead to see what needs to be done and lending a hand to get it done.

Ngā āheinga me ngā kawatau | Capabilities and Expectations

Sometimes we may recruit for specific subject matter expertise or sector knowledge to ensure continuity of skills, knowledge and credibility across Manatū Taonga in the public sector, culture and heritage sector, and te ao Māori. We may also recruit to encourage a diverse workforce that reflects New Zealand communities. Regardless of your area of focus, knowledge and background, the underlying skills and capabilities you bring to Manatū Taonga at this level are comparable with others at a similar level.

We focus on four key leadership capability areas. Below we've summarised what we expect from you, so that you contribute to Manatū Taonga's direction, stewardship, talent development and achievements. It's not an exhaustive list.

Te Whakahaere o te Tuku | Delivery Management

We want you to do things like this:

1. Participate in all activities and projects actively and constructively.
2. Provide customer-focused services e.g. assist with reception of callers and visitors to ensure courteous and prompt attention and support during their visit to Manatū Taonga.
3. Look ahead to what needs to be delivered and provide early notice to managers and teams about what steps need to be taken by yourself and them e.g. scheduling coaching for success sessions; actioning key steps in the recruitment process; scheduling induction for new staff; tracking budgets.
4. Provide all round 'hands-on' administrative support to the team that supports everyone deliver what the team needs to deliver in the best possible way, e.g. printing and collation; filing; diary management; travel and catering arrangements; event planning and management.
5. Provide extensive meeting management support from organising rooms, to recording actions, to following up on meeting actions.
6. He hononga tangata: Explore what it means for the work you do as Manatū Taonga connects the New Zealand public and Māori culture in designing and developing work.
7. Pro-actively offer to support others when you see they need assistance.
8. Be relied upon to complete work. Know when to ask questions or seek clarification.
9. Manage your workload and work-life balance, being flexible in your approach as you juggle priorities and competing demands.

Te Whakahaere Parapara | Talent Management

We want you to do things like this:

1. Participate constructively in Manatū Taonga's coaching for success programme and take responsibility for meeting agreed delivery and development commitments reflecting Manatū Taonga's values.
2. He ngākau titikaha: Build confidence and capability in te reo, tikanga and the Treaty of Waitangi. Explore opportunities to practice with others in a safe environment.
3. Develop and improve your own performance standards, and work collaboratively with others to improve team performance.
4. Contribute to a positive organisational culture, demonstrating our values and behaviours and encouraging flexible ways of working.
5. Take every opportunity to learn and be ready to learn from others.
6. Be ready to adapt and take the initiative, stepping in if you see help is needed beyond your own area of work.

Te Hautūtanga ā-Pūnaha | Systems Leadership

We want you to do things like this:

1. He hononga Tiriti: Understand how Manatū Toanga is engaging with our Treaty partners and why this is important.
2. Build and maintain connections across the organisation's support and administrative services network, working collaboratively with each other as an organisational service e.g. providing back-up support for each other, reception and the Executive Assistants.
3. See how your work connects with other administrative roles and seek opportunities to enhance what you or they do, and connectivity across groups/teams.
4. Be familiar with organisational policies e.g. finance, human resources, information management, to ensure managers and teams are following them correctly.
5. Present work to your immediate team or more broadly, being clear about what you are proposing and being prepared to listen to alternative ways of operating.
6. Think about work from a system perspective. Critique how administrative support services are provided then strengthen systems and processes in a way that benefits across the organisation.
7. Keep up with latest practices and developments in your field of work—use them, share them, and suggest adopting those that could improve the way we do things.

Hautūtanga Rautaki | Strategic Leadership

We want you to do things like this:

1. Understand the strategic context for your work and the team's work e.g. attend staff hui for regular updates about Manatū Taonga activities.
2. Participate constructively in discussions about Manatū Taonga's direction e.g. planning sessions.
3. Know how your work directly contributes to the strategic direction of Manatū Taonga.
4. He hononga Tiriti: Understand how the evolving Māori–Crown relationship and the Crown's Treaty obligations are informing how we work as Manatū Taonga.

Te āhua whaiaro | Personal character

Honest & open

Willing to be open and confident to share thoughts; sees the benefit in raising what may be perceived as difficult conversations.

Curious

Show curiosity, flexibility, and openness in the way you approach your work.

Self-aware & agile

Be aware of your strengths and weaknesses, looking for ways to improve skills and adapt approach; adapt well in a changing environment.

Resilient

Show composure, grit, and a sense of perspective when the going gets tough.

Ngā pūkenga – me matatau koe ki ēnei mea | Skills – what you must do well

- Know how to 'read' people and adapt your style for different ways people work and think.
- Be approachable, patient, responsive and willing to tackle any task.
- Apply knowledge of te reo, tikanga and the Treaty of Waitangi, or have the willingness and commitment to learn.
- Finely tuned attention to detail to ensure what you do is accurate.
- Use your judgement to prioritise work, think ahead and manage time effectively.
- Be a self-starter who can operate independently as well as collaboratively.