

# JOB DESCRIPTION

## Systems Administrator

### PUBLIC SERVICE PURPOSE STATEMENT

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianeī, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga 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 o te ratonga tūmatanui i roto i ā mātou mahi.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki (<https://www.publicservice.govt.nz/about-us>)

In the publicservice 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.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

### ARA POUTAMA - HŌKAI RANGI

*Kōtahi anō te kaupapa, ko te oranga o te iwi | there is only one purpose to our work: the wellness and wellbeing of people.*

Ara Poutama Aotearoa – The Department of Corrections is one of New Zealand’s largest government departments. At its heart, the department is focussed on the pursuit of oranga - the wellbeing of people. This focus will underpin our focus on achieving transformative and inter-generational change for those in our care and their whānau.

The name, Ara Poutama Aotearoa, refers to a pathway of excellence for those in the Department’s care and management – this name demonstrates the Department’s efforts to empower those in our care and management to change their lives, and the lives of their whānau. It also conveys our responsibility to support and guide those in our care to reach Te Tihi o Manōno, the point from which unlimited potential can be realised.



### ABOUT US

All Corrections employees are part of one team working to keep our communities safe and change lives. To do this we put safety first, do the right thing, build strong partnerships and reduce re-offending.

Our values embrace the Māori kaupapa concepts of Rangatira (Leadership), Manaaki (Respect), Wairua (Spirituality), Kaitiaki (Guardianship), Whānau (Relationships).

<b>Rangatira (Leadership)</b>	We demonstrate leadership and are accountable
<b>Manaaki (Respect)</b>	We care for and respect everyone
<b>Wairua (Spirituality)</b>	We are unified and focused in our efforts
<b>Kaitiaki (Guardianship)</b>	We are responsive and responsible
<b>Whānau (Relationships)</b>	We develop supportive relationships

### ABOUT THE GROUP OR TEAM

The High Impact Innovation Programme is a cross-sector programme which is hosted at Ara Poutama Aotearoa. The Apanui Justice Programme was established in 2020 via partnership between Te Whānau ā Apanui (a Bay of Plenty iwi) and representation from Ara Poutama Aotearoa, NZ Police and Ministry of Justice (Crown). The High Impact Innovation Programme has led on the programmes co-design via Programme Leads and two Iwi representatives. The System Administrator will play an integral role in connecting and supporting Te Whānau ā Apanui whānau and hapu to access the justice sector and develop positive outcomes which are led by whānau. The Operations team will support this role alongside the Programme Leads and Iwi Representatives.

## ABOUT THE ROLE

<b>Position:</b>	Systems Administrator
<b>Business Group:</b>	People and Capability – High Impact Innovation Programme
<b>Reports to:</b>	Principal Adviser – Operations team
<b>Direct Reports:</b>	Nil
<b>Location</b>	Flexi (Eastern Bay of Plenty and National Office, Wellington)

The Systems Administrator is responsible for providing administrative support for the Kaitiaki/Justice Sector Navigators, the Service Connector and Te Whānau ā Apanui whānau and hapū residing within the tribal boundary (which extends from Hāwai to Potaka) engaging with the Apanui Justice Programme and where applicable, with social services.

The role accountabilities include:

- Ensure that the Health and Safety Policies for each hub where are reviewed regularly, updated, maintained and physically located at each hub where. Maintain sound knowledge of evacuation/emergency procedures for the multi-purpose hub at Whangapāroa and Te Kaha
- Develop systems to organise, manage and monitor multi-purpose hub bookings
- Where applicable, support with travel, accommodation and catering for the Apanui Justice Programme bookings and events
- Maintain oversight of invoices/billing/purchase requests and create email access for each hub
- Develop working relationships with Justice sector agencies, non-Government agencies and the local community to enhance capability and capacity of service for Te Whānau ā Apanui whānau when engaging at the hub where
- Provide secretariat services for the Apanui Justice Programme Core Mahi roopu (Programme Leads and Iwi Representatives)
- Provide support for the sitting of the Iwi Panels and respond to and manage queries from Te Whānau ā Apanui whānau wanting to access justice (and social sector) services where applicable
- Develop and maintain sound knowledge of and manage security systems at Te Whare Awhina and Hariki Whare
- Maintain responsibility for disarming and arming Te Whare Awhina after each booking and oversight of keys
- Maintain sound knowledge of AVL systems at Te Whare Awhina and Hariki Whare and ensure each booking understands how to use these resources
- Develop systems to support virtual connections with agents including Ministry of Justice (Courts), Corrections (community and custodial) as well as other Crown agencies and non-government organisations as and when needed
- Ensure AVL systems (including hardware) are maintained and monitored to enable continuous service for online capability and capacity. Ensure mechanisms for systems updates are in place
- Develop working relationships with relevant technicians to ensure the AVL suites are performing at optimal capacity at all times and arrange for repairs to AVL suites (including hardware) when and where required
- Lead on identification and monitoring of any software licenses when and where required to support continuous virtual/remote connectivity

## ABOUT YOURSELF

### Knowledge, Skills and Experience

- Experience in administration and building systems to support the work environment
- Understanding of the justice and social sector environment
- Understanding and awareness of Te Whānau ā Apanui and their needs in relation to navigating the justice sector environment in an effective and efficient manner
- Able to develop and maintain critical working relationships with key stakeholders
- Able to work confidently in a Crown and Iwi landscape
- An ability to elicit and interpret stories from data
- Ability to constructively challenge, sell and influence decisions
- Competence in the use of the Microsoft Office suite, particularly Microsoft Word, Outlook, Excel
- Well-developed written and verbal communication skills and effective interpersonal skills
- Calm professional demeanour, with the ability to maintain performance under stress
- Effective organisation, planning and time management skills
- The ability to manage sensitive and confidential information in an appropriate manner
- Builds and maintains rapport with others, has the ability to collaborate with others to achieve mutually agreed goals
- Ability to be clear about one's role and to evaluate the purpose of taking a particular action
- Sound knowledge of accounts systems and processes including experience with requisitions, invoice and expense processing.

### Qualifications

- A relevant formal qualification would be considered, however experience in an administrative background and understanding of a kaupapa Māori environment would be advantageous.

### Other

- Preferably hold a current clean full driver's licence
- Domestic travel may be required.

## YOUR JOB COMPETENCIES

### Service Focus

- Upholds Te Whānau ā Apanui tikanga when working with whānau.
- Maintains a helpful and courteous approach when dealing with others.
- Clarifies expectations when providing a service and keeps whānau informed of progress.
- Anticipates the needs/concerns of those to whom a service is being provided.
- Prioritises and balances the needs of others in overall service provision.

### Communications

- Listens to others and asks questions to clarify own understanding.
- Responds politely and sensitively to queries and alternative points of view.
- Is prepared to take on board others' ideas and suggestions.
- Produces written communication that is clear, concise, logical and understood by the reader.
- Communicates in a style appropriate to the recipient or audience

### Responsiveness

- Acts fairly and impartially in all dealings with others, respecting their rights and needs.
- Demonstrates an understanding and respect for Māori, Pacific peoples' and ethnic minorities' values and beliefs.

### Self Management

- Proactively obtains feedback about their own performance from Kāhui Pakeke, iwi representatives, peers and managers so that they can improve their performance.
- Accepts constructive criticism without becoming defensive.
- Alerts manager when overloaded, stressed, or having difficulty with specific tasks or areas of responsibility.
- Identifies and commits to learning and development opportunities.

### Problem Solving

- Identifies and weighs up risk appropriately before taking action.
- Discusses options with manager where appropriate.
- Makes use of relevant and available information and consults others when developing workable solutions.

### Commitment

- Shares the responsibility to maintain a safe and healthy workplace, carries out work-related activities in accordance with safe procedures and reports all hazards, accidents and incidents.
- Is familiar with the Code of Conduct and statutory confidentiality requirements.
- Acts with integrity at all times.
- Supports and models the organisation's values, taking responsibility for their own actions and decisions.

### Teamwork

- Proactively shares information, ideas and experience with managers and peers.
- Encourages and supports team members and others they are working with.
- Promotes a work environment where others can exchange opinions and ideas.
- Co-operates with other staff outside their own service or group.

### Work Management

- Processes work to the required standards (quality and timeliness).
- Identifies issues and problems and communicates these to manager in a timely fashion.
- Focuses on the task at hand and the work that needs doing without losing track of priorities.
- Is alert to connections and interrelationships between own workload and that of others and consults as appropriate.