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***THE SALVATION ARMY***

## POSITION DESCRIPTION

**Position:** **Office Manager– Runanga Māori Ministry**

**Appointee:**

**Reports to:**  **Runanga Māori Ministry Co-Chairs**

**Works with:** **Members of the Runanga Māori Ministry**

**Members of the Kōkiri Aiotanga**

The staff of other Salvation Army services at the THQ

Salvation Army Corps and Centre officers and staff throughout New Zealand

National Directors of The Salvation Army social programmes

Divisional Headquarters Officers and staff

Government agencies

Community agencies.

**What is the purpose of the Runanga Maori Ministry:**

To provide focused bicultural oversight to The Salvation Army, and strategic leadership and governance direction for the Maori Ministry Kokiri Aiotanga and the wider Salvation Army. The Runanga exists as a sub-committee of the Salvation Army Governance Board in relationship to the Territorial Management Board. Its vision is to;

To lead and inspire the achievement, knowledge, opportunity, pride and integrity of vulnerable Māori communities, by eliminating negative consequences and achieving worthy and inspirational outcomes through Māori-led services for Māori. To inspire successful generational change for rural and urban Māori, by providing a paradigm shift that focuses on capabilities, opportunities, and successes in Te Ao Āmua (the future), utilising a Māori framework designed by Te Ope Whakaora. To work collaboratively with The Salvation Army (TSA) and its national mission partners to support TSA’s indigenous agenda for current and future government contracts. To assist The Salvation Army’s work towards the eradication of poverty in New Zealand. It does this with a national focus on social policy research and policy development, social justice activity, and engagement with national leaders in the sectors of politics, government, business, media and education.

**What’s the purpose of the Office Manager role?**

To provide administrative assistance to the Co Chairs of the Runanga and the Kokiri Aiotanga as required with a range of secretarial, reception, hosting and administration tasks; and to ensure the smooth running of theRunanga Māori Ministry.

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| **KEY RESULT AREAS and KEY TASKS** | **PERFORMANCE INDICATORS** |
| **Assisting the Runanga Co-Chairs**   * Develop and maintain an excellent working relationship with the Runanga Co-Chairs. * Be very familiar with the scope and nature of the Runanga Co-Chairs' work. Communicate internally and externally on behalf of the Runanga Co-Chairs as agreed. * Maintain the Runanga Co-Chairs' diaries and appointments. * Provide accurate administration services for all documents required by the Runanga Co-Chairs. * Operate and maintain a confidential filing and bring-up system for the Co-Chairs * Make travel and accommodation bookings for the Runanga Co-Chairs and other Māori Ministry staff, and liaise directly with travel agents to manage bookings. * Organise and manage conferences, meetings and other events/projects as required; arrange all external and internal appointments and meetings including catering, venues, travel, accommodation etc. * Manage the key contact Database maintenance. | * Consistent and high level support is provided to the Runanga Co-Chairs. * The Runanga Co-Chairs are reminded and kept aware and prepared for upcoming events.   Appointment diary and commitments of the Runanga Co-Chairs are managed appropriately with appointments and meetings arranged as required.   * Documents are produced quickly to a high standard. * Filing systems will be maintained in a well-organised manner. Items will be easy to find. * Travel bookings are accurate and confirmed within 24 hours of request. * Conferences, meetings and other events/projects run smoothly and effectively. * Database maintained with key contact details for local and national Māori Ministry staff, volunteers and Officer’s including those not directly involved in Māori Ministry work (at Corps or Centres & HQ’s) Networks will be built and maintained and invites accepted. |

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| **KEY RESULT AREAS and KEY TASKS** | **PERFORMANCE INDICATORS** |
| **Reception and Point of Contact Duties**   * Oversee the guest experience and ensure a personal, friendly experience for anyone coming into the office. * Receive and screen all incoming mail on a daily basis and arrange for its distribution. * Ensure all contact with all internal and external stakeholders is handled promptly, confidentially and with discretion | * Excellent interaction with staff and visitors is consistently delivered. * Māori Ministry mail is processed and delivered in a timely manner and according to operational policy. * Correspondence and liaison with stakeholders is facilitated efficiently and effectively and treated with an appropriate level of confidentiality. * Routine correspondence is responded to with minimal input from the team. * Maintain the Māori Ministry email address, redirecting to Māori Ministry staff and/or providing an appropriate initial response. |
| **Administration Duties**   * Provide data entry into the Māori Ministry SAMIS programme and monitor the mission impact measurement of the unit. * Maintain the Māori Ministry inventory of Māori Ministry taonga and resources in storage at THQ/BCM and elsewhere. * Devise and maintain an effective departmental office system, including the organisation and storage of paper-based and computer-based information. * Maintain the Runanga Māori Ministry electronic data lists. * Maintain the management of social media platforms and networks in conjunction with Runanga Māori Ministry staff. | * Data will be entered in a timely fashion and accurately. * Resources and files will be easy to find. * The filing systems will be maintained in a well-organised manner. Items will be easy to find. * Key contacts will be kept up to date, accurate and easy to find. * Facebook and Twitter messages to be responded to within 24 hours. |

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| **KEY RESULT AREAS and KEY TASKS** | **PERFORMANCE INDICATORS** |
| * Processes invoices, statements and journals in collaboration with the staff in the finance and Payroll at THQ * Undertake and maintain all purchases in the Unit within budget as required. * Any other activities that support the work of Runanga Māori Ministry as required. | * Invoices are to be processed and sent to finance promptly for payment. * All TSA finance/expenditure related processes are followed * Expenditure to be within budget using preferred suppliers. |
| **Mission support**  1. Assist in other operational areas and perform other duties as directed 2. Actively maintain positive communication and effective working relationships with other team members 3. Support and assist other members of the team in achieving their goals. 4. Attend planning days, staff meetings, and training as required 5. Communicate process improvements to the Co chairs 6. Provide training to others as required 7. Understand and follow applicable Operational Policy | * Attends team meetings and training * Feels part of the team * Positive attitude toward the mission of the Salvation Army * Relationships with other team members are positive and focussed on delivering service * Differences are resolved quickly |
| **Health and Safety**  1. Report accidents and hazards 2. Follow safe work procedures 3. Use safety equipment | * HSE 5.1 accident report form completed within appropriate timeframes * Hazards are reported and managed appropriately * Employee works safely at all times |

**KEY COMPETENCIES**

* Knowledge of Te Tiriti history and the differing experiences post treaty of iwi across NZ
* Able to engage Māori, Pakeha, and others
* A good understanding and appreciation of The Salvation Army culture and mission with the ability to work in a Salvation Army environment.
* A strong commitment to delivering excellent customer service and building healthy working relationships both internally and externally.
* Experience in providing personal assistance at a senior level.
* Well networked.
* Highly proficient with Microsoft Office (Outlook, Word, PowerPoint, Excel).
* Well-developed oral and written communication skills.
* Practical understanding of tikanga, Te Ao Māori and basic Te Reo
* Excellent time management skills and ability to develop and work to a plan, while managing competing priorities.
* The ability to support remotely for Co-Chairs and stakeholders who may be frequently out of the office.
* Good organisational skills for arranging events, developing workplans and organising people.
* The ability to demonstrate confidently and discretion in dealing with internal and external contacts.
* The ability to work independently and use own initiative.
* A good understanding of efficient administration policies and processes.
* Ability to be flexible with working hours and days – a small amount of travel and weekend work required for events