

# Operations Administrator

## Position Description



<b>Reports to</b>	Manager, Operations	<b>Department</b>	Pou Huahua - Operations
<b>Function</b>	Operations Administration and Co-ordination	<b>Direct reports</b>	Not applicable
<b>Internal Relationships</b>	<ul style="list-style-type: none"><li>➤ Ngā Tāngata Tiaki o Whanganui Trustees and staff</li><li>➤ Whanganui Iwi and Trusts</li><li>➤ Whanganui hapū</li></ul>	<b>External Relationships</b>	<ul style="list-style-type: none"><li>➤ Local and regional authorities</li><li>➤ Iwi and hapū of Te Awa Tupua</li><li>➤ Government organisations</li><li>➤ Contractors, consultants and suppliers including IT and accounting providers</li><li>➤ Non-government organisations</li></ul>

### Purpose

The Operations Administrator is responsible for a range of administration and co-ordination tasks that support the NTT Operations Team and Te Whawhaki Trust. This role will support the NTT Operations Team by co-ordinating and supporting each project. The role will also support the establishment and support of the project database system for all NTT Kaimahi.

### Key Responsibilities

- Financial risks

#### Operations Administration and Co-ordination:

- Work with NTT kaimahi to support the planning, managing and risk/issue management of projects.
- Assist the development of administration policies, tools and procedures to deliver project services that meet the needs of the organisation.
- Support the coordination and organisation of project related events as required.
- Support the Operations Team and other NTT Kaimahi as well as associated groups and entities when required in administrative task completion.
- Create and support the project database.
- Provide secretarial services for Te Whawhaki Trust and relevant hui including back office support.
- Provide administration support for grants and scholarships delivered by Te Whawhaki Trust.
- Lead and liaise in conjunction with the Kaiwhakahaere Rauemi the communications plan for Te Whawhaki.

#### Behavioural and Technical Capabilities

1. Practical application of administration best practice, within an operational project environment
2. An understanding of Tupua Te Kawa and able to form strong relationships with NTT stakeholder groups
3. Strong stakeholder management and communication skills
4. Highly organised, able to follow instructions, and careful attention to detail
5. Ability to report on multiple project workflows
6. Willing to take instructions and support others
7. Able to handle multiple competing activities, and be able to prioritise and plan activities to deliver outcomes
8. Is comfortable using technology and able/willing to learn a range of IT administration skills

#### Experience and Qualifications

- Experience supporting a business services function on a similar scale – 2+ years
- Relevant Tertiary Qualification is desirable

### Reports

- Report, update and project progress to annual plan action and objectives as requested.
- Provide project progress reports to the SMT as required.

#### Finance Operations:

- Undertake finance tasks including project purchasing according to financial delegations, according to organisational policies and procedures. Escalate issues or report queries to the Manager, Financial Services

#### Compliance:

- Monitor and manage compliance risk as instructed by a line Manager
- Understand NTT's policies and procedures, and operate relevant compliance procedures for:
  - Health and Safety
  - Employee Relations