

Position Description: Operations Administration Assistant

PSSC Mission

Supporting people through quality care

Family Works New Zealand Mission

We want all children/tamariki to flourish so we work to support them and their families and whanau, and to champion their cause in our communities

POSITION PURPOSE AND PRIMARY OBJECTIVES

Hours of Work: 20

Location: This position is based at Family Works sites

Purpose: To provide high-quality, efficient and responsive administrative support to the Operations Manager, enabling effective delivery of Family Works services and supporting smooth day-to-day operations.

Primary Function:

- Provide effective and timely administrative support to the Operations Manager and wider Operations/Administration functions
- Support coordination of systems, records, reporting and communications
- Contribute to continuous improvement of administrative systems and processes

Accountability

Key Performance Tasks

Client/Customer and visitor/staff receive excellent communications and service

- Provide cover for reception during breaks and absences.
- To facilitate a calm, caring, and safe environment for all customers/clients/visitors/staff accessing our organisation in person, by phone email/website.
- Answering inquiries, phone calls, and request, requests providing information, directing/screening clients to appropriate resources or staff.

Administration Support to Operations Manager

- Provide day-to-day administrative support to the Operations Manager
- Administrative tasks are completed accurately, on time and to a high standard
- Prepare correspondence, reports, spreadsheets and presentations as required
- Information is well organised, accessible and maintained in accordance with privacy and confidentiality requirements
- Assist with tracking actions, deadlines and key operational tasks

HR and Staffing Administration Support

- Provide administrative support for recruitment processes (interview scheduling, documentation, correspondence)
- Assist with onboarding and induction administration for new staff
- Support maintenance of staff records, training registers and rosters as directed
- Respond to routine staff queries and escalate as appropriate

Financial and Operational Administration Support	<ul style="list-style-type: none"> • Assist with coding, tracking and reconciliation of expenses and operational costs • Maintain spreadsheets and basic financial tracking tools as directed • Support petty cash, vouchers and reimbursement processes • Assist with gathering information for invoicing, reporting and audits
Systems, IT and Records Support	<ul style="list-style-type: none"> • Support use of Microsoft Office 365, SharePoint, Teams and other systems and programmes as required • Assist with data entry, document control and records management • Liaise with IT support for basic issues and escalate as required
Provide excellent service to our Clients, Customers and Staff	<ul style="list-style-type: none"> • Provide cover for reception during breaks and absences • To facilitate a calm, caring, and safe environment for all customers/clients/visitors/staff • Answering inquiries, phone calls, and request, requests providing information, directing/screening clients to appropriate resources or staff • Support the Foodbank service during busy periods or absences
Meetings, Events and Communications Support	<ul style="list-style-type: none"> • Coordinate meetings including scheduling, agendas, catering and room bookings • Take minutes and distribute action points within agreed timeframes • Support internal communications and document distribution
Relationship Building and Teamwork	<ul style="list-style-type: none"> • Develop effective relationships across the organisation • Work flexibly and collaboratively with other staff members to ensure a quality service to clients is consistently maintained
Continuous Improvement and Compliance	<ul style="list-style-type: none"> • Identify opportunities to improve administrative processes • Assist with preparation for audits, reviews and evaluations • Support document control for policies, procedures and manuals
Confidentiality and Privacy	<ul style="list-style-type: none"> • Client information is treated with utmost care and confidentiality • Adhering to privacy regulations /policies in all situations
Other Duties	<ul style="list-style-type: none"> • Undertake other business duties as requested by the Operations Manager

Relationships

Reports to: Operations Manager	Internal Relationships: Operations Manager, General Manager Social Services, Practice Leader, Administration and Foodbank teams, Team Leaders, all other Family Works Staff and PSSC Staff
Direct Reports: Nil	External Relationships: Clients, suppliers, contractors, service providers, and other agencies as required

Expectations of all Family Works Employees

Communication/Interpersonal relationship	<ul style="list-style-type: none"> • Positive and collegial relationships are developed and maintained • Works efficiently and effectively with all team members for the benefit of the client • Attends and contributes constructively to work meetings • Proactive in managing team relationships and manages conflict and in a positive and constructive way • Verbal and written communication is at a high standard, relevant and appropriate to the audience
Te Tiriti o Waitangi/The Treaty of Waitangi	<ul style="list-style-type: none"> • Give effect /honour the articles as well as the principles of Te Tiriti o Waitangi – Partnership, Participation and Protection
Health & Safety	<ul style="list-style-type: none"> • Take all practicable steps to ensure your own safety and the safety of clients/others • Actively supports and complies with H&S policy and procedures, including active participation in identification and hazard management

Working Together

What we do:

- We are person centred/strengths and trauma informed in our work
- Families that we work with deserve excellent attention, and we strive for that to be the starting point of our work.
- For each FW practitioner/staff member, knows they make a difference, and they are valued and feel valued because of this.

Our Organisation

- We are committed to delivering on our direction and values
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- We are committed that all our team is empowered to succeed, with the orientation and on-going support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, supervision.

Our Team

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.
- We will be accountable to one another by giving and receiving constructive feedback

**Presbyterian Support South Canterbury is strongly committed to providing services
in the spirit of Te Tiriti o Waitangi**

PERSON SPECIFICATIONS

Qualifications / Skills

- Strong organisational and administrative skills
- Excellent written and verbal communication skills
- High level of accuracy and attention to detail
- Proficiency in Microsoft Word, Excel, Outlook and Office 365
- Professional, respectful and client-focused approach

Experience/ Knowledge/competencies

- Previous administration or office support experience
- Experience supporting managers or teams in a busy environment
- Experience with financial administration, records management and document control
- Multi-tasking to manage multiple tasks and deadlines and time management to prioritise workload
- Accuracy and a keen eye for detail

Personal Qualities

- Possess highly developed interpersonal skills including relationship skills
- Can work independently and as part of a wider team
- Self-motivated, uses initiative and demonstrates sound judgement
- Reliable, flexible and well organised
- Commitment to Presbyterian Support South Canterbury's mission and values

Physical Requirements

- This role may involve standing, walking, bending, sitting, simple grasping, fine manipulation, operating equipment and computer use, lifting, overhead reaching, carrying, pushing/pulling, twisting.