



## Position Description

<b>Administrator</b>
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<b>Position:</b>	Administrative role supporting Aviva, Family Help Trust and The Loft
<b>Reports to:</b>	Loft Manager
<b>Direct Reports:</b>	Nil
<b>Significant Relationships:</b>	
<i>Internal</i>	Loft Manager Director FHT CEO Aviva Loft Senior Management/Management Team Loft Staff
<i>External</i>	Partners and Tenants of The Loft Suppliers
<b>Hours of Work:</b>	30 hours per week
<b>Location:</b>	The Loft, Level 1, Eastgate Shopping Centre, Christchurch

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This role is a unique opportunity to work alongside three Not for Profit Agencies offering a range of support:

### **The Loft**

The Loft is a collaborative partnership of community, social and health services working to improve the wellbeing of all people in our community, including children and their whānau.

### **Aviva**

Aviva supports people to create safer, healthier personal relationships because we are committed to helping Aotearoa New Zealand become violence-free.

### **Family Help Trust**

Family Help Trust operates child abuse-prevention services for high-risk families in Christchurch, New Zealand.



## KEY ACCOUNTABILITIES

- Provides Executive Assistance to CEO/Director
- Scheduling meetings, book venues, arrange catering where required, ensuring the meeting venue is set up and cleared
- Data Entry
- Prepare meeting agendas, take minutes for meetings and distribute to participants
- File and retrieve documents, records and reports
- Review documents and assist with report preparation and presentations
- Make travel and accommodation arrangements
- Prepare responses to correspondence containing routine inquiries
- Read and analyse memos, submissions and reports to determine their significance and plan their distribution
- Maintains confidentiality and uses a high degree of discretion
- Complete Reception role cover when needed (Breaks during periods of Annual Leave/Sickness)
- Works collaboratively in a team environment with a spirit of cooperation and as a relationship builder
- Ad Hoc administrative support

## Quality Assurance

- As a team player, help to foster a culture of reflective, values-based service and continuous quality improvement
- Actively participate in the induction programme and advocates training for all new staff
- Participate in annual Staff Engagement Surveys
- Seek out and actively participate in relevant learning and development opportunities
- Undertake other tasks from time-to-time as directed and in support of purpose.

## Health and Safety

- All workers are individually responsible for Health and Safety practices and will:
  - Be personally responsible for their own and others health and safety at work
  - Promote and participate in health and safety, maintain a safe workplace and ensure that any safety equipment is used correctly at the all times
  - Be familiar with health and safety policy and procedures
  - Establish and insist upon safe methods and safe practices at all times
  - Comply, as far as the worker is reasonably able, with any reasonable instruction that is given by Aviva to allow Aviva to comply with the Health and Safety legislation
  - Co-operate with any reasonable policy or procedure of Aviva relating to health or safety at the workplace that has been notified to workers
- All Managers and Service Co-ordinators are personally accountable:
  - For the health and safety performance for work areas for which they are responsible
  - For their continued management competence in health and safety
  - For ensuring that all workers and contractors understand and accept their responsibility to promote a safe and healthy workplace
  - By providing information on health and safety matters to workers by way of instruction

The key accountabilities of the role may change from time to time to enable Aviva to adapt to changes in the internal and external environment.

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## REQUIRED EXPERIENCE, QUALIFICATIONS AND COMPETENCIES

- Demonstrated administrative skills with experience in resource management and minute taking
- Demonstrated ability to develop and maintain reciprocal working relationships with internal and external stakeholders
- Proficient in using a range of office software including the Microsoft Office Suite
- Alignment with The Loft's, Family Help Trust's and Aviva's core values, strategic principles, service philosophy and a commitment to Te Tiriti o Waitangi
- Is committed to a life free from violence, and is able to demonstrate their understanding of this as guided by The Loft's Violence Free Policy

## Key Competencies

- **Taking responsibility:** Is results focussed and committed to making a difference
- **Organisational ability:** Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected
- **Planning:** Scopes, plans, measures and evaluates work
- **Teamwork:** Has a friendly manner, strengths-based outlook and a positive sense of humour, is flexible and willing to change work arrangements or take on negotiated and appropriate additional tasks in order to help the service or team meet its commitments
- **Creative Thinking:** Able to generate creative and practical ideas and solutions to problems
- **Quality Assurance:** Positively contributes to co-creating an outcomes culture through evidence-based practice and service monitoring and evaluation that results in improved experiences and outcomes for the organisation, its clients and staff
- **Empowerment:** Empowers self and others by contributing to and maintaining a pro-social working environment in which teams and individuals are encouraged and supported make decision, take responsibility for their actions and realise their full potential
- **Resilience:** Remains calm and self-controlled under pressure. Reacts well to change and stays positive despite setbacks. Keeps difficulties in perspective. Motivated to continue, even when things get difficult.

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## AUTHORITY LEVEL

As defined by The Loft's and Aviva's Policies and Delegated Financial, Operational and Staff Authorities.

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## Authorisation of Job Description

**Prepared by:** Kate O'Grady, Loft Manager

**Authorised by:** Libby Robins, Director Family Help Trust and Nicola Woodward, CEO Aviva

**Date:** April 2019