

# Business Administrator

**Start Date:** TBC

**End Date:** N/A

**Contract Type:** Full time, permanent

**Location:** Auckland

## About Te Ara Ahunga Ora Retirement Commission

Te Ara Ahunga Ora is the office of the Retirement Commissioner. Te Ara Ahunga Ora aims to help New Zealanders to retire with confidence. Retiring with confidence means New Zealanders feel secure that they'll have resources to live and the know-how to make ends meet.

We focus on three areas: Retirement Policies, Retirement Villages and Financial Capability. As part of our role, we advise Government on the policies that will enhance retirement outcomes for New Zealanders. We also help support individuals to better prepare for retirement, and we contribute to better understanding of what retirement means in the 21st century. Times are changing.

### TĀ MĀTOU PŪTAKE | OUR PURPOSE

To empower the people of Aotearoa on their journeys to a better retirement

### TĀ MĀTOU WHAKAKITENGA | OUR VISION

New Zealanders retire with confidence

### TĀ MĀTOU KAUPAPA MĀTĀMUA | OUR MISSION

Provide *trusted information*, *informed advocacy* and *effective collaboration* to improve retirement outcomes for all.

## Position purpose

Reporting to the Business Lead, the Business Administrator is responsible for providing a broad range of administrative, ICT, and office/logistical services and general support across Te Ara Ahunga Ora Retirement Commission. This role will support the entire organisation through ensuring an organised, efficient and effective office and ICT environment. This role will also support the Leadership team with diary and meeting management. This role will work cross-functionally and alongside other support roles within Te Ara Ahunga Ora Retirement Commission to ensure the collective achievement of organisational objectives and deadlines.

## Key aspects of the role include

- Provides office coordination and administrative support for the Corporate Services team, including being the first point of contact for inbound calls, stationery and consumables, management of the premises, visitor meet and greet.
- Provides IT support as required across the organisation.
- Supports and provides guidance to team members regarding business process and procedure compliance and best practice.
- Provides event coordination and support for TAAO as needed.
- Coordinates and supports all Leadership Team travel, diary, and meeting preparation, and taking of minutes as required



- Provides administrative support to the Business Lead and the Leadership Team.
- Provides internal and external records management support to maintain a tidy and compliant records management environment for Te Ara Ahunga Ora Retirement Commission.
- Provides collaborative general and administrative support across all CS functions as required.

## Working relationships

<b>Reports to:</b>	Business Lead
<b>Member of:</b>	Corporate Services
<b>Direct reports:</b>	N/A
<b>External relationships:</b>	Partners and Stakeholders as required
<b>Internal relationships:</b>	Works collaboratively across all functions

## Our Values in Action

Value Statement	Examples of the value in action
<p><b><i>Kia manawanui</i></b> <i>Let us be big hearted</i></p>	<ul style="list-style-type: none"> <li>• Advocates for those in need</li> <li>• Champions change to drive equitable outcomes</li> <li>• Acts with aroha and puts others before themselves</li> <li>• Treats people as they would like to be treated – with respect and empathy</li> <li>• Acknowledges and celebrates the achievements of others</li> <li>• Creates a safe and welcoming space where everyone feels comfortable to contribute</li> </ul>
<p><b><i>Me hoe tahi</i></b> <i>We paddle as one</i></p>	<ul style="list-style-type: none"> <li>• Is inclusive and actively seeks input and feedback from their colleagues and other teams.</li> <li>• Connects with and inspires people to build great relationships internally and externally</li> <li>• Considers perspectives other than their own</li> <li>• Respects the opinions of others even when they don't agree</li> <li>• Helps glue the organisation into one team</li> </ul>
<p><b><i>E tipu, e rea</i></b> <i>We grab the best of both worlds to flourish</i></p>	<ul style="list-style-type: none"> <li>• Focuses on the opportunities a dual worldview presents, not the obstacles</li> <li>• Introduces new ways of doing and thinking that include viable mātauranga Māori based alternatives</li> <li>• Considers diverse cultural viewpoints in their work and workplace</li> <li>• Consistently looks outward, not just in</li> <li>• Actively increases their own knowledge and cultural capability</li> <li>• Prizes the innovation that emerges from respect for difference</li> </ul>
<p><b><i>He taonga te pono</i></b> <i>We treasure truth</i></p>	<ul style="list-style-type: none"> <li>• Prioritises the kaupapa, the higher purpose</li> <li>• Is transparent, truthful and honest</li> <li>• Takes ownership and responsibility</li> <li>• Does what's right, even when no one's watching</li> <li>• Follows through on commitments</li> <li>• Acts without ego</li> <li>• Takes a balanced, impartial approach</li> </ul>



## Responsibilities and accountabilities

Pillar	Responsibilities
Trusted Information	<ul style="list-style-type: none"> <li>• Provides coordination and administration support to the Business Lead, the Leadership Team and Corporate Services functions as required</li> <li>• Provides front of house, first line contact for externals – office landline, email and external guest support</li> <li>• Coordinates and supports all Leadership Team travel, diary and meeting preparation, taking of minutes and distribution if required</li> <li>• Provides travel booking training and support organisation wide as required</li> <li>• Responsible for maintaining a well presented, healthy, safe, and efficient office environment in all locations.</li> <li>• Responsible for office management, supplies and maintenance needs for all TAAORC office locations</li> <li>• Provides information management administration and IT support day to day, including equipment allocation, tracking and set up needs.</li> <li>• Coordination and administration for internal and external meetings and events</li> <li>• Contributes to supporting all systems, ICT infrastructure development, effective compliance and implementation support as directed by the Business Lead</li> <li>• Supports effective records, information and archives management</li> <li>• Supports and maintains the effective understanding and administration of all health and safety requirements</li> <li>• Supports team training and understanding of Health and Safety, general compliance and internal process and procedural requirements</li> <li>• Supports compliance with the Privacy Act 2020, Public Records Act 2005 and other relevant legislation</li> <li>• Provides cover and support for general CS team workload overflow</li> <li>• Provides cross-functional coordination and collaboration to achieve organisational objectives</li> </ul>
Effective Collaboration (external)	<ul style="list-style-type: none"> <li>• Develop and maintain positive relationships with all external contract providers and stakeholders</li> </ul>
Effective Collaboration (internal)	<ul style="list-style-type: none"> <li>• Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate this into every aspect of work</li> <li>• Acknowledge other team members’ skills, experience, knowledge, creativity, and contributions</li> <li>• Facilitate open communication and listen to feedback and input from other team members</li> <li>• Work cooperatively within team and across functions to deliver organisational outcomes and joint projects</li> <li>• Communicate respectfully and constructively to all team members</li> </ul>



Pillar	Responsibilities
	<ul style="list-style-type: none"> <li>Actively participate in team and organisation wide meetings and events</li> <li>Collaboratively develop solutions by seeking others' ideas and suggestions</li> <li>Willing to openly share information and help team members in need</li> <li>Understand diversity - cultural differences, gender, multiple viewpoints, special interest groups and age differences</li> </ul>
<b>Safety, Health and Wellbeing (all positions)</b>	<ul style="list-style-type: none"> <li>Contribute to the implementation and maintenance of policies and practices (safety policy, hazard and incident reporting, risk registers) that provide safe and healthy workplace for all team members</li> <li>Take reasonable care of own health and safety and ensure that actions don't cause harm to yourself or others</li> <li>Comply with any reasonable instructions, policies or procedures on how to work in a safe and healthy way</li> <li>Rectifying minor health and safety issues where authorised and safe to do so</li> <li>Reporting any hazards including unsafe conditions, equipment or practices, as soon as practicable</li> <li>Ensure not under the influence of alcohol, drugs or medication which affects your ability to perform duties safely or efficiently</li> <li>Report any incidents or injuries sustained while working and seeking appropriate first aid</li> <li>Supporting other team members with health and safety equipment to ensure it is used correctly when necessary</li> </ul>

## Essential skills and experience

- Honest and Courageous – willingness to have courageous and honest conversations for the best interests of Te Ara Ahunga Ora Retirement Commission, its people and the New Zealand public.
- Self-aware and agile – willingness to improve skills and adapt approach to strengthen personal capability over time and improve effectiveness with different situations and people.
- Team player – General attitude and conduct reflects a supportive, collaborative and constructive approach
- Resilient - Show composure and a sense of perspective during change and can help others maintain optimism and focus
- Curious - Show curiosity, flexibility, and openness
- Communication – communicates clearly, professionally and constructively both verbally and in writing; letters and reports and submissions are accurate and well structured
- Ability to Deliver - Works well under pressure, can prioritise and manage workload, meets expected deadlines, carries out instructions completely and accurately, uses knowledge and experience to inform decisions, demonstrates technical skills to deliver role expectations and takes appropriate action without being prompted
- Flexibility - Take a creative approach; work cheerfully within and across teams to tackle different activities to improve outputs and help other team members



- Solutions focused – Sees opportunities, solves problems and applies logical thinking

## Position-Specific Skills and Experience

- Relevant general administration experience
- Experience in IT administrative support highly desirable
- A demonstrated track record in supporting core business services from a process, technology, and compliance perspective
- Public sector experience - desirable, but not essential
- Agile, flexible, cheerful, and able to work across disciplines and work streams
- Methodical, solutions focused and resourceful approach to problem solving
- Excellent attention to detail
- IT savvy and interested in systems and automation
- Skilled in Microsoft 365 - SharePoint, Teams, Outlook, Word, PowerPoint, Excel, CRM and capability to learn new systems as required
- A commitment to continuous improvement - passionate about efficiency and looking for better ways of doing things
- An ability to use common sense, prioritise, multi-task and operate effectively and efficiently in a fast-paced environment
- Proven ability in building and maintaining trusted, respected relationships with colleagues, and internal and external stakeholders
- Hands-on and can-do approach to tasks and challenges

## Acknowledgement

This position description serves to illustrate the scope and responsibilities of the position and is not intended to be an exhaustive list of all tasks and duties. You will be required to perform other job-related tasks as requested and as necessitated by the development of this role and the organisation. This position description may also be modified and updated from time to time to reflect these changes.

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager

\_\_\_\_\_  
Date

