

## Te Tūranga | Position Description

<b>Title:</b>	<b>Service Administrator</b>
<b>Team:</b>	Service Delivery
<b>Reporting to:</b>	District Manager

## Aronga Nui | Our Purpose

Ko te hāngai ki te whakatakanga ngātahi, a, ko te aronga tōtika ki ngā tini kaupēhipēhi me te hoe ngātahi i tā rātou kōkiri whakamua.

Manaaki Tāngata | Victim Support is here 24/7 for people directly affected by crime, and traumatic events, including their whānau and witnesses. We support people to feel informed, empowered, safe and able to cope with the impact.

We are committed to upholding the principles of Te Tiriti o Waitangi to ensure equitable access and outcomes for Māori clients and that kaimahi Māori can thrive within our organisation.

## Ngā Uara | Our Values

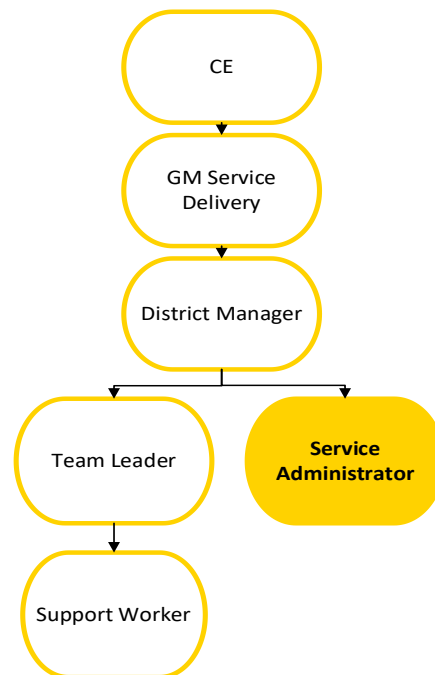
At the core of how we work are our values:

**Manaakitanga | Whanaungatanga | Kotahitanga | Rangatiratanga | Kaitiakitanga**

## Te Kaupapa | Role Purpose

As our Service Administrator, you will be responsible for providing administrative and operational support to multiple District Managers, ensuring efficient service delivery and coordination across the district to achieve organisational outcomes.

## Te Rārangi Tūranga/Role Structure



## Ngā Mahi | Do

### Administration Support

- Provide administration support to District Managers as required, to support the effective operation of the district.
- Accurately enter referrals, missing information, and direct victim contacts into the case management system, in line with organisational best practices.
- Assist with completing VAS applications, including engaging directly with victims to organise travel or clarify information, and accurately record this into the case management system.
- Enter employee roster details into the relevant systems.
- Provide resources to victims via letters, emails, or other appropriate methods as required.
- Follow up on missing info with Police, other stakeholders, and internal staff as required.
- Assist with organising meetings, including taking minutes, booking venues, and travel when required.
- Support new employee inductions by coordinating logistics, such as swipe tags, desks and other essentials.
- Generate and distribute operational reports as requested by District Managers and GM Service Delivery, using relevant systems.
- Provide operational administrative support for special projects as needed.
- Other administrative support as required.

### **Relationship management**

- Maintain positive relationships with Victim Support employees across the organisation.
- Foster ongoing, collaborative relationships with NZ Police and other key stakeholders.

### **Health, Safety and Wellbeing**

- Promote the Health, Safety and Wellbeing of all Victim Support (VS), people, victims and stakeholders.
- Champion the organisation's Health, Safety and Wellbeing policies and procedures.
- Proactively report all hazards, near misses and incidents, and ensure your team is aware of these and knows how to report them.
- Support emergency preparedness for the organisation and its people.

### **Pūkenga | Key Skills**

- Proven ability to articulate information and ideas effectively, presenting in a clear and confident manner.
- Excellent written and verbal communication skills.
- Good experience and working knowledge of administration processes.
- Good level of IT literacy, including confident use of all Microsoft Office programmes.
- Ability to relate with people from a diverse range of backgrounds, non-judgmental and able to treat others with respect.
- Demonstrated ability to self-manage with strong time management skills and the ability to set priorities and meet deadlines.
- Proven ability to respond effectively in complex or high-pressure situations, and resilient and calm.
- Strong attention to detail and accurate data inputting.