

Position Description: Office Administrator

Kaiwhakahaere Manager	GM People & Culture
Te Wāhi Noho Location	Wellington
Te Rā Date	March 2025
Whakapānga Tuatahi Direct reports	0
Ngā Hononga Mahi Working relationships	Internal: BCITO employees nationally External: Key suppliers, visitors, trades people

He mōhiotanga mō BCITO | Introduction to BCITO

Nau mai, haere mai, whakatau mai

BCITO is a business unit within Te Pūkenga (New Zealand Institute of Skills and Technology).

Te Pūkenga supports a world-class vocational and on-the-job learning system for Aotearoa New Zealand that brings together the strengths of in-work, online and on-campus learning. It is responsible for ensuring equity and excellence in vocational education. Its key priorities are improving outcomes for Māori and Māori communities in collaboration with Māori and iwi partners and stakeholders; improving the consistency of vocational education and training; meeting the needs of the regions of New Zealand and their learners, industries, employers, and communities; ensuring that every learner receives what they need to be successful and improving vocational education outcomes.

As New Zealand's largest provider of building and construction trade apprenticeships, BCITO is committed to the development and training of people joining and working in the building and construction sector. The collaborative and positive working relationships that we have with the 16 industries that we represent are central to our success. We continually look to improve our service to the industries, so their needs are effectively met.



Vision and Values

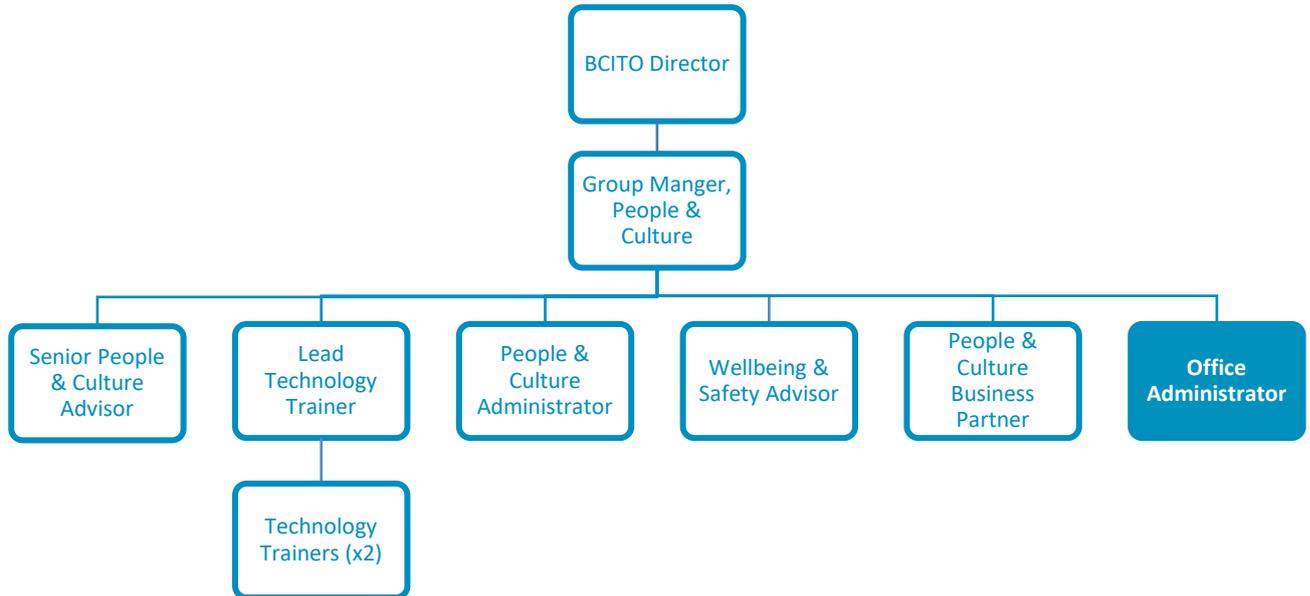
We are a group of passionate people, with our 'essence' encompassed by our Vision and Values.

We recognise that the success of BCITO is linked to the performance, capability, and well-being of our people. We offer our people competitive remuneration, great career training and development opportunities, excellent employee-support benefits, and flexible working conditions.

Te Kaupapa | Purpose

The key purpose of the Office Administrator is to provide efficient and professional administrative services and reception duties to National Office and the wider organisation as required.

Te Tū Whakahaere | Reporting Structure



Ngā Whāinga Matua | Key Responsibilities

National Office Administration Services

- Oversee reception ensuring all visitors are welcomed Organise meeting rooms, catering, VC's and other requirements for meetings held at National Office and ensure all meeting rooms are tidy and clean
- Act as the key facilities maintenance contact;
 - Liaise with building manager concerning general building matters and issues and ensure prompt attention
 - Arrange contractors for maintenance issues/confidential waste/ rubbish removal as required
 - Contribute to office security by controlling stock and issue of security cards
 - Coordinate suppliers such as cleaners, rubbish collection, printer technicians etc
 - Arrange supplier quotes as required
 - Oversee the car parking allocation for National Office
- Ensure processes are in place to enable all staff contribute to the cleanliness of shared facilities
- Ensure kitchen is clean and tidy at the start and end of each workday
- Distribute all daily inbound mail received and prepare outbound mail for daily dispatch
- Coordinate general office supplies for National Office ensuring minimum levels are maintained

- Dealing with employee queries as they arise
- Issue taxi chits and taxi charge cards as required and monitor use

National Administration Services

- Administer the ordering of all printed stationery including business cards, letterhead & envelopes
- Order stationery for nationwide events as requested
- Key Account contact for the organisation stationary provider
- Arrange purchase of office furniture for offices nationwide as required

Supplier Liaison/Account Management Support

- Administer the corporate apparel process for the organisation including:
 - Maintain the register of purchases and ensuring all purchases are within employees annual and 3 yearly entitlements
 - Ensure all staff contributions are collected through payroll
 - Ensure the ordering process provided meets the organisations needs

Fleet Support

As part of the wider administration role, you will provide essential support to the Procurement & Fleet Manager, helping to keep our national vehicle fleet running smoothly. This includes:

- Being the first point of contact for staff queries about BCITO vehicles
- Co-ordinating vehicle allocations for new starters, leavers and internal transfers
- Keeping the fleet information up to date across the internal and external systems, including intranet, parking app and supplier records
- Coordinating insurance claims with staff and liaising with our insurance provider
- Supporting fleet projects such as new vehicle roll-out, vehicle swaps, deliveries and returns across the country
- Maintaining accurate records for servicing, WOFs, fuel cards and lease details
- Assisting with fleet reporting, policy updates and supplier communications
- Attend Wellbeing & Safety committee meetings and report back to Procurement & Fleet Manager for any actions required
- Review all supplier reports to ensure vehicles are being used and maintained appropriately by staff and provide information to managers as appropriate
- Support the Procurement & Fleet Manager in maintaining supplier relationships
- Arranging maintenance on vehicles as necessary
- Working with Wellbeing & Safety Advisor on incidents and required changes to best serve out H&S requirements
- Co-ordinating vehicle signwriting and rollout plans

- Tracking fleet infringements

Finance Processing

- Code invoices from suppliers in the finance system
- Check invoices for accuracy
- Approve some invoices to payment stage

Travel

- Assist with the booking of travel for BCITO travellers
- A key contact for Travel Agency

P&C Related Tasks

- Assist People & Culture Administrator with on-boarding and off-boarding tasks as required
- Assist the People & Culture Administrator with organising the New Employee Inductions

Note:

The above responsibilities are not exclusive. The incumbent may be expected to undertake other reasonable duties and accept additional reasonable responsibilities at the discretion of management.

Health & Safety

Carry out the requirements of the position safely at all times while supporting the organisations environment, of promotion and adherence to Health & Safety policies and procedures by all employees.

Mōu | Person Specifications

Knowledge, Skills and Experience

- Previous experience supporting an office environment for the completion of administration tasks to a high standard
- Experience and demonstration of providing excellent customer service and support to internal and external customers
- Experience and demonstration of inputting of data in a timely and accurate manner

Essential

- Excellent Customer service skills
- Strong relationship skills, networking, and customer service experience
- Sound written and oral communication skills
- Strong planning and organisational skills
- Attention to detail
- Great problem-solving skills

- The ability to get along with a wide range of people
- A can do, proactive attitude
- The ability to prioritise and deliver on tight timeframes, with flexibility to meet competing priorities
- Demonstrates a high level of computer literacy

Signed by Office Administrator

Signed by GM People & Culture

Date:

Date: