



Position Description - Support Services Administrator

Reports To

Support Services Team Leader

Location

Stand Tū Māia Office Location as agreed.

Our Purpose

At Stand Tū Māia, we work alongside tamariki, mokopuna and whānau to ensure safety, reduce sources of stress, strengthen relationships and attachment, and develop regulation and core executive skills so that, together, they can create a positive future.

Every role within Stand Tū Māia contributes to this purpose. The Support Services Administrator enables frontline staff and leaders to focus on achieving positive outcomes for tamariki, mokopuna and whānau by providing accurate, reliable and responsive administrative and operational support.

Position Purpose

The Support Services Administrator is responsible for providing high quality administrative, financial, operational and systems support to the organisation. The role ensures organisational processes are completed accurately and efficiently while supporting the effective delivery of services across the region.

The position contributes to the smooth operation of reception, information management, finance administration, fleet and property administration, technology support, event coordination and general office administration. The role requires excellent customer service, attention to detail, organisational skills and a commitment to confidentiality and professional standards.

Key Accountabilities

1. Reception and Customer Service

Responsibilities

- Provide a welcoming, professional and culturally responsive first point of contact.
- Answer and respond to telephone, email and visitor enquiries promptly.
- Ensure enquiries are directed appropriately and followed through.
- Maintain reception areas to a professional standard.
- Support visitors, staff, contractors and stakeholders accessing Stand Tū Māia services.

Performance Standards

- Visitors and callers experience professional, respectful and responsive service.
 - Messages and enquiries are recorded accurately and actioned promptly.
 - Reception environments remain safe, welcoming and organised.
 - Confidentiality is maintained at all times.
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2. Administration and Information Management

Responsibilities

- Maintain accurate organisational records and filing systems.
- Enter data into organisational databases and information systems.
- Prepare documentation, reports, letters, certificates and resources.
- Create and maintain tamariki, mokopuna and personnel files.
- Support records archiving and retrieval processes.
- Ensure compliance with organisational information management standards.

Performance Standards

- Records are accurate, complete and maintained within required timeframes.
 - Data entry quality meets organisational standards.
 - Information can be easily located and retrieved.
 - Documentation is professional, accurate and timely.
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3. Finance Administration Support

Responsibilities

- Process invoices, banking schedules and financial documentation.
- Assist with creditor and debtor administration.
- Support petty cash and reconciliations.
- Assist with month-end administration and reporting requirements.
- Maintain accurate financial records and documentation.
- Escalate discrepancies or concerns appropriately.

Performance Standards

- Financial transactions are processed accurately and on time.
 - Documentation supports audit and compliance requirements.
 - Financial records are complete and well maintained.
 - Errors are identified and resolved promptly.
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4. Recruitment and Personnel Administration

Responsibilities

- Maintain personnel files and employment documentation.
- Ensure police vetting, NGO checks and training records remain current.
- Assist with induction and onboarding administration.
- Support recruitment administration activities as required.
- Prepare employment-related documentation under direction.

Performance Standards

- Personnel records are accurate, complete and secure.
 - Compliance requirements are monitored and maintained.
 - Recruitment and onboarding administration is completed efficiently.
 - Information is handled confidentially.
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5. Fleet and Property Administration

Responsibilities

- Coordinate vehicle bookings and fleet administration.
- Monitor registrations, WOFs and servicing schedules.
- Maintain fleet records and reporting spreadsheets.
- Support the management of property maintenance requests.
- Liaise with suppliers and contractors as directed.
- Assist with maintaining safe and functional office environments.

Performance Standards

- Fleet records remain accurate and current.
 - Vehicles meet compliance requirements.
 - Property issues are reported and followed up promptly.
 - Administrative systems support effective asset management.
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6. Technology and Systems Support

Responsibilities

- Provide first-level support for basic technology issues.
- Assist staff to access organisational systems and resources.
- Support induction regarding IT systems and organisational policies.
- Escalate technical issues appropriately.
- Promote safe and appropriate use of technology.

Performance Standards

- Staff receive timely and effective support.
 - Technology issues are escalated appropriately.
 - New staff receive required systems orientation.
 - Information security requirements are followed.
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7. Organisational Support

Responsibilities

- Assist with meetings, training events, conferences and functions.
- Coordinate catering, venue and resource requirements.
- Provide general administrative assistance across the organisation.
- Support fundraising and organisational initiatives.
- Assist with operational requirements as directed.

Performance Standards

- Events and meetings are well coordinated.
 - Resources are available when required.
 - Support is delivered professionally and efficiently.
 - Organisational priorities are supported effectively.
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8. Health, Safety and Wellbeing

Responsibilities

- Follow all health and safety policies and procedures.
- Report hazards, incidents and near misses promptly.
- Support health and safety activities and initiatives.
- Maintain awareness of workplace safety requirements.
- Contribute to a safe and healthy working environment.

Performance Standards

- Health and safety requirements are consistently met.
 - Hazards and incidents are reported promptly.
 - Safe work practices are followed.
 - A positive safety culture is supported.
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9. Privacy, Confidentiality and Professional Conduct

Responsibilities

- Protect confidential client, staff and organisational information.
- Comply with privacy legislation and organisational policies.
- Maintain professional boundaries and ethical standards.
- Ensure information is only disclosed to authorised individuals.
- Handle sensitive information appropriately.

Performance Standards

- Privacy requirements are consistently met.
 - Confidential information is protected.
 - Professional conduct reflects organisational values.
 - Information security requirements are maintained.
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Key Relationships

Internal

- Support Services Team Leader
- Regional Manager
- Service Managers
- Clinical and Service Delivery Teams

External

- Tamariki, mokopuna and whānau
- Visitors and stakeholders
- Contractors and suppliers

Person Specification

Essential Qualifications and Experience

- Previous administration experience.
 - Experience working with databases and computer systems.
 - Experience managing confidential information.
 - Experience providing customer service and administrative support.
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Essential Knowledge and Skills

- Excellent organisational and administration skills.
 - High level of accuracy and attention to detail.
 - Strong written and verbal communication skills.
 - Ability to manage competing priorities and deadlines.
 - Ability to work independently and as part of a team.
 - Competency in Microsoft 365 applications.
 - Strong customer service skills.
 - Ability to maintain confidentiality and professional boundaries.
 - Commitment to continuous improvement.
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Desirable

- Experience in finance administration.
 - Experience with payroll systems.
 - Experience supporting fleet or property administration.
 - Experience in a social services, health, education or community sector environment.
 - Experience with Penelope or similar information management systems.
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Core Behavioural Expectations

All employees of Stand Tū Māia are expected to:

Demonstrate Our Purpose

Support the organisation in ways that contribute to:

- Increased safety.
- Reduced sources of stress.
- Stronger relationships and attachment.
- Improved regulation and executive functioning.
- Positive futures for tamariki, mokopuna and whānau.

Demonstrate Our Values

- Respect
- Integrity
- Accountability
- Collaboration
- Continuous Improvement

Trauma-Informed Practice

- Understand how trauma can affect behaviour, communication and engagement.
- Interact with people in ways that promote safety, dignity and respect.
- Demonstrate empathy while maintaining professional boundaries.

Cultural Responsiveness

- Demonstrate commitment to Te Tiriti o Waitangi.
- Support equitable outcomes for Māori.
- Respect cultural diversity and inclusion.
- Work effectively with diverse communities and whānau.