

Role Description

Date of last review: September 2016

Position details	
Position Title	Business Support Officer
Manager's Title	Business Support Manager
Unit/Group	Business Support, Corporate Services
Position Number and Location	See Appendix 1
Salary Band	B
Date	September 2016
Line/Service/Support	Service

Public Service

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa

I āianeī, ā, hei ngā rā ki tua hoki, he kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Te Kaupapa a Te Papa Atawhai

At Te Papa Atawhai, we express our spirit of service and serve Aotearoa through our purpose, *Papatūānuku Thrives*. This organisational strategy, Te Kaupapa a Te Papa Atawhai, puts nature and people at the heart of everything we do. Te Kaupapa is anchored by te reo Māori and te ao Māori, recognising that Te Tiriti o Waitangi and our relationship with our whānau, hapū and iwi are central to all our work.

Purpose of the role

To provide a high standard of administrative support and service.

Accountabilities

Key Result Area	Accountabilities	Performance Indicators
Leadership	<p>As part of working in the team you will be expected to take on responsibilities to help the team run effectively. These leadership tasks will be rotated around the team. Examples include:</p> <ul style="list-style-type: none"> • health and safety planning, • equipment checking, • site safety, • equipment management, • quality control, • transport and logistics, • communications, • performance reporting, • data recording <p>Use sound judgment to make effective and timely decisions</p> <p>Behave with openness, professionalism and integrity upholding the principles of the Standards of Integrity and Conduct</p>	<ul style="list-style-type: none"> • You identify opportunities to pass on knowledge and information that grows the capability of others • Your decisions are seen to achieve the appropriate outcomes and are supportable • You behave in accordance with the principles of the Standards of Integrity and Conduct • You contribute to the successful running of the team
Collaboration	<p>Build and maintain collaborative relationships internally and externally by:</p> <ul style="list-style-type: none"> • Having effective and positive day-to-day interactions with the public, with neighbours and landowners • Placing strong emphasis on anticipating, identifying and responding to customer/user needs • Monitoring relationships and resolving critical issues promptly 	<ul style="list-style-type: none"> • You willingly share ideas, information, good practice and learnings with others to help make them successful • You are seen as being helpful and proactive when interacting with customers/users • You willingly undertake your share of activities within your team to ensure effective delivery • You maintain good working relationships internally and externally and raise issues with your manager when necessary
Provide Administrative Support	<p>Carry out planned work to high standard, on time and within budget</p> <p>Receive visitors and ensure they are given appropriate help and assistance as required</p> <p>Operate the office telephone system and</p>	<p>Administrative systems and processes are followed and adhered to</p> <p>You are seen to provide effective advice and support to managers</p>

Key Result Area	Accountabilities	Performance Indicators
	<p>ensure it is maintained to a high standard</p> <p>Monitor VHF and SSB radios to communicate with staff in the field.</p> <p>Monitor staff intentions/Missing in Action.</p> <p>Provide visitors with information on recreational opportunities and throughout the country, conservation projects, weather, tracks, huts, transport and safety</p> <p>Provide a range of administrative functions to support managers and staff, as required. These services may include:</p> <ul style="list-style-type: none"> • Conservation Board support • providing an efficient records system • preparing and/or check banking • reception duties • keeping the reception/information area clean, well stocked and professionally presented • word processing, photocopying documents and filing • assisting with office management including fleet and facilities management activities • answering public enquiries • managing and co-ordinating all inwards and outwards mail • collect hut fees, arrange visitor bookings and permitting • travel coordination <p>Undertake fire control or other conservation related emergency responses to meet the department's obligations when required</p>	
<p>Health and Safety</p>	<p>Comply with the Department's Health and Safety policy and guidelines</p> <p>Take all practicable steps to ensure your own safety and the safety of others in the workplace</p>	<ul style="list-style-type: none"> • You ensure your own safety and that of colleagues who work around you • You comply with all instruction on health and safety • You contribute to health and safety management in a meaningful way

Key Result Area	Accountabilities	Performance Indicators
		<ul style="list-style-type: none"> You report all incidents (injury or on injury) and new hazards to your manager immediately
Administration	Comply with all organisational systems and processes	<ul style="list-style-type: none"> You comply with all mandatory systems You contribute to improving and streamlining organisational systems
Learning	<p>Seek and act on learning opportunities to increase effectiveness in role</p> <p>Demonstrate effective learning as normal practice</p> <p>Support the learning and development of others</p>	<ul style="list-style-type: none"> Your manager can see you learning from experience and you share with others You are seen to be actively looking for development opportunities to grow your capability
Work Management	<p>Complete all duties and responsibilities in accordance with your Performance and Development Plan and as outlined in the work programme</p> <p>Deliverables reflect the Department's partnership with tangata whenua and support our functions under Section 4 of the Conservation Act</p>	<ul style="list-style-type: none"> Your work plans are delivered and tracked and managers are aware of obstacles to achievement of performance goals You report progress on deliverables, financial and non-financial indicators, risks and issues to your manager

For more detailed information about the role accountabilities refer to the Business Plan, Performance and Development Plan, and Operating Reviews of the position holder.



Capabilities

Capability Area	Competencies
Valuing the work of the role	<p>Commitment to Excellence Sets high personal and professional standards; assumes responsibility and accountability for the successful completion of projects, assignments or tasks. Consistently gives careful attention to all the detailed aspects of a role, shows a high concern for accuracy.</p> <p>Organisation and Role Connection There is a strong connection to the goals of the Department and an appreciation of the constraints within which these goals can be achieved. There is good alignment between what the individual enjoys and the role they are undertaking.</p>
Leadership ability	<p>Collaboration Works co-operatively and collaboratively as a member of a team to accomplish goals and resolve problems. (Team can be defined as an intact work group or inter-disciplinary/ project team.)</p> <p>Personal Leadership Builds trust with others; identifies and seizes opportunities to promote the work of the Department.</p>
Agile mind	<p>Problem Solving Secures relevant information, identifies key issues and relationships from a base of information; sees the 'whole' of the situation and the connections; makes sound decisions and recommendations.</p> <p>Planning and Organising Plans and organises activities and projects for self and/or others; organises tasks to make best use of time and resources; and tracks achievement of key objectives.</p>
Emotional intelligence	<p>Communicating Effectively Conveys information effectively to other people. This includes speaking, writing and listening. This covers formal and informal situations.</p> <p>Initiative/Innovation Develops new, innovative yet practical ideas, rethinking how to approach work. Takes action to achieve results beyond what is normally called for; looks for opportunities to improve own and the organization's performance.</p> <p>Iwi, Stakeholder, Business and Community Focus Understands the needs of iwi, stakeholders, business and community; ensures they are listened to; ensures understanding of the rationale for decisions /findings made.</p> <p>Personal Effectiveness Maintains effective performance even when under pressure, (such as time pressure, shifting/conflicting priorities or job ambiguity), when</p>

Capability Area	Competencies
	<p>facing opposition from others or in an uncertain environment.</p> <p>Self Awareness</p> <p>Recognises one's emotions and feelings and their effects; recognises the impact of own behaviour on others; acts professionally at all times.</p>
Skilled use of relevant knowledge	<p>Health and Safety Awareness</p> <p>Promotes a culture where health and safety are seen as integral to success. Is aware of and takes into account conditions that affect own and others' health and safety.</p> <p>Knowledge Management</p> <p>Manages knowledge and information to ensure it is secure and to enable appropriate access by others in the organisation.</p> <p>Learning Agility</p> <p>Acquires, understands and applies new job-related information, knowledge and skills in a timely manner.</p> <p>Technical Knowledge and Skills</p> <p>Has knowledge and experience in office administration and reception duties</p> <p>Has good customer service skills</p> <p>Is able to organise work and meet timeframes</p> <p>Has a sound knowledge of Microsoft computer applications</p> <p>Working with Maori</p> <p>Is comfortable engaging and working in partnership with iwi and tangata whenua and demonstrates an understanding of the implications of the Treaty on today's society and conservation</p>

Relationships

This section describes the expectations and boundaries the role has with key roles and Groups.

Internal groups	
<p>Operations and Partnerships staff and managers</p> <p>Staff and managers within other groups in the Department</p>	<p>Have positive and productive relationships with colleagues and other staff in the Department</p>
External groups	
<p>General Public</p>	<p>Have positive and productive relationships</p>

Authorities

You are required to comply with the standard operating procedures of the Department. In addition, you must comply with the financial, human resources, legal and other delegations set out

in Standard Operating Procedures, policies and instructions (Refer to the Intranet for further information).

APPROVED



Felicity Lawrence

Name

September 2016

Date

Appendix 1: Positions covered by this role description

Location: **Auckland** (100/8208); **Dargaville** (100/8205); **Great Barrier Island** (100/8207); **Kaitiaia** (100/8201); **Kerikeri** (100/8202); **Warkworth** (100/8206); **Whangarei** (100/8204); **Hamilton** (100/8302, 100/8310); **Te Rapa** (100/8306); **Rotorua** (100/8411, 100/8412) (0.5 FTE)); **Tauranga** (100/8414); **Thames** (100/8307); **Whakatane** (100/8409, 100/8410, (0.5)); **Whitianga** (100/8301 (0.5 FTE)); **New Plymouth** (100/8309 (0.5 FTE)); **Taupo** (100/8401); **Te Kuiti** (100/8308); **Turangi** (100/8405); **Whakapapa** (100/8406); **Ohakune** (100/8407 (0.5 FTE)); **Whanganui** (100/8408); **Chatham Island** (100/8507); **Gisborne** (100/8501); **Masterton** (100/8503); **Napier** (100/8502); **Palmerston North** (100/8504); **Wellington** (100/8506); **Blenheim** (100/8602); **Motueka** (100/8607, 100/8608 (0.5 FTE)); **Nelson** (100/8603); **Picton** (100/8601); **St Arnaud** (100/8609); **Renwick** (100/8611); **Takaka** (100/8605, 100/8606 (0.5 FTE)); **Westport** (100/8709 (0.5 FTE)); **Greymouth** (100/8702); **Hokitika** (100/8703); **Christchurch** (100/8802, 100/8803); **Dunedin** (100/8913, 100/8914 (0.5 FTE)); **Geraldine** (100/8806); **Twizel** (100/8807); **Mahaanui** (100/8808); **Rangiora** (100/8801); **Alexandra** (100/8902); **Invercargill** (100/8906, 100/8907 (0.5 FTE), 100/8908); **Queenstown** (100/8903); **Te Anau** (100/8904); **Wanaka** (100/8901)

