**Kaituitui Tari | Organisation Support Specialist**

Position Description

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| Team/Unit | Organisation Services, Hoahoa Ratonga |
| Reports to | Organisation Services Manager |
| Location | Wellington / Auckland |
| Salary Band | 2B |
| Direct Reports | Nil |
| Approved by | Tatau Uruora | Kāwanatanga LeaderTatau Urutahi | Tino Rangatiratanga Leader |
| Date Approved | August 2024 |

**Ko wai mātou |About Human Rights Commission**

Te Kāhui Tika Tangata is Aotearoa New Zealand’s national human rights institution, accredited A status under the Paris Principles that internationally set the standard for NHRIs. The Commission was created in 1977 and is enabled by the [Human Rights Act 1993](http://www.legislation.govt.nz/act/public/1993/0082/latest/DLM304212.html) to protect and promote human rights in Aotearoa. We operate independently of Government as an Independent Crown Entity however we are funded through the Ministry of Justice and are accountable as such for the use of public funds.

It is a privilege to be part of the human rights movement. People are counting on us to ensure their lives are better. But it is also a time when rights are not always easily understood or respected. It is work that comes with obligation and a responsibility to Aotearoa to ensure rights and standards enshrined in domestic and international law are upheld.

We are committed to supporting a life of dignity for all, and to being a Te Tiriti based organisation tauira and human rights exemplar. We aim to ensure that all four articles of Te Tiriti o Waitangi are upheld at every level of the organisation and in all our activities. Our expectation is that all individuals and teams have an important role in contributing to this journey and to be nimble, focused and coordinated for collective impact.

**Ō mātou uara | Our values**

Our values guide how we behave as an organisation and as individuals to achieve our mission:

* Mana tangata – human dignity
* Māia, tika, pono – courage and integrity
* Whanaungatanga – relationships

**Mō tō mātou rōpū | About the team**

Hiranga Tōpū works collaboratively to deliver excellent, people-centred, and joined-up services founded on manaakitanga across the three functions of:

* Pūmanawa Tangata - People and Culture
* Hoahoa Ratonga - Organisation Services
* Pūtea - Finance

The team collaborates with staff and managers in the Commission to find innovative and timely solutions that strengthen and sustain the Commission’s infrastructure and enable delivery of the Commission’s services to Aotearoa New Zealand.  It is led by the Commissions’s Chief Operating Officer and works alongside, and in support of, the other rōpū in the Commission for collective impact in:

* Human resources and organisational development services enabling the Commission to meet its obligations as a good employer. This includes support for recruitment, retention, change, training and development, wellbeing, and performance
* IT and information management support and oversight including guidance, capability building, and resources for kaimahi
* Facilities management services, office coordination, and logistics support providing high quality and responsive internal and external customer service to staff and visitors to the Commission
* Executive administrative support to the Commissioners and senior leaders (where assigned) to enable leaders to deliver effectively against their significant responsibilities
* Financial and procurement services including statutory financial reporting and ongoing financial sustainability
* Health and safety guidance, resources, and tools for kaimahi and managers, and
* Project and programme methodology expertise.

With a focus on addressing legacy issues and building system and business improvements, the team provides reliable expertise and trusted advice, collaborating with Commission kaimahi to find solutions and opportunities. Hiranga Tōpū is committed to strengthening and championing the Commission as a Tiriti based organisation, role modelling adaptability and embracing new ways of working to support impact and sustainability.

**Tēnei Tūranga | About the role and purpose**

The Kaituitui Tari | Organisation Support Specialist is responsible for ensuring the Commission’s offices in Wellington and Auckland are running efficiently. The role provides high quality and responsive internal support to Commission staff and external customer service to visitors including:

* Providing on-site office administration services and supporting Commission staff with administrative processes and IT issues (as the first point of contact)
* On-boarding new staff including their welcome to the Commission
* Providing inductions on Health & Safety, use of IT assets and Information Management procedures
* Coordinating office maintenance, systems and logistics such as property matters, IT, information management, resources and equipment, and health & safety
* Supporting formal meetings and events including logistics and taking minutes
* Working with the Commissioners’ Executive Assistants to assist with administrative tasks
* Providing manaakitanga for external guests and visitors.

**Mahi ngātahi | Working relationships**

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| **Internal** | **Relationship/Nature of the relationship** |
| Manager | * Seeks direction and guidance on the delivery of the work programme, key milestones, risks and mitigations
* Seeks guidance on process, individual development and management support
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| Other team members | * Collaborates with and works on deliverables and/or projects
* Shares information and provides advice when sought
* Engages and connects with others, listens and communicates constructively and respectfully
* Assists colleagues proactively and willingly, where capacity allows
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| Internal stakeholders | * Information and Technology Specialist (key internal stakeholder)
* Hiranga Tōpū colleagues
* Commissioners
* Kāwanatanga and Tino Rangatiratanga Leaders
* Waihanga Maramatanga Leadership Team
* All teams in Te Kāhui Tika Tangata
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| **External**  | **Relationships** |
| Tangata whenua | * Iwi/Māori community leaders, panels, kaumātua
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| External stakeholders | * Suppliers, service providers and contractors to the Commission
* Guests of the Commission
* Central and local government agencies (as required)
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**Ngā Haepapa | Accountabilities**

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| Priorities | **Provides outstanding administrative service and office support** * Provides effective and responsive administration services including:
	+ management of travel arrangements
	+ office supplies and equipment
	+ property matters
	+ courier and office mail delivery and distribution across the Commission
	+ if required assist with the administration of Expense Claims, and
	+ processing of invoicing
* Provides advice and guidance to staff on the Commission’s administrative processes, and troubleshoots when issues arise
* Has a good working knowledge of organisational policies, i.e. Wellbeing, Health & Safety, Sensitive Expenditure and Travel Policies and ability to direct other kaimahi on expected compliance
* Is the first point of contact for staff in the office needing IT support and Information Management advice
* Supports Commission staff with filing, data entry and archiving requests, as required

**Supports Commission capability building and compliance*** Is on the Health & Safety Committee, and is a trained Fire Warden and First Aider
* Understands and uses emergency procedures, reporting lines, and hazard identification and reporting processes
* Ensures all staff can access information on First Aiders, First Responders, Fire Wardens, EVAC Chair Responders, etc.
* Ensures Health & Safety protocols are observed by external guests and visitors, and reporting of staff incidents are timely and thorough
* Coordinates and schedules inductions and assistance for new staff, including providing IT, Information Management and Health & Safety inductions
* Organises Health and Safety training for staff, and maintains office readiness including replenishing first-aid supplies

**Provides meeting administration and logistical support*** Supports meeting and event organisers with preparation for internal and external meetings, including room set up and catering (by arrangement)
* Able to provide basic secretarial services such as taking minutes and liaising with attendees as required
* In conjunction with the Information and Technology Specialist Coordinator ensures meeting room equipment, videoconference and tele-conference resources are operable
* Supports staff to use audiovisual technology in meeting rooms
* Ensures support staff are available and rostered to set-up meetings
* Provides services to other areas when capacity allows, as directed

**Supports stakeholder relationships*** Meets, greets and accommodates guests, visitors and contractors to the office in a way that embodies the Commission’s values and shows manaakitanga
* Develops positive and professional relationships with Commissioners, the Kāwanatanga and Tino Rangatiratanga Leaders, and Commission staff

**Assists with monitoring delivery*** Monitors information by establishing and maintaining effective processes, procedures, and systems for the management of electronic data and documentation
* Assists with tracking and reporting on the impact of the team’s work to support the development of evidence on the progress of impact priorities and the Commission’s performance
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| Te Tiriti o Waitangi and Equity | * Applies knowledge of Te Tiriti o Waitangi and its application in our organisation to all work practices
* Attends appropriate Te Tiriti o Waitangi education
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| Other duties | * Undertakes any additional duties as reasonably required by the Organisation Services Manager
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**Ngā Āheinga | Capabilities**

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| Qualifications and training | * Tertiary qualification in business-related administration or equivalent experience in a similar role
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| Risk Assessment | * Ministry of Justice and Public Service Commission (Serious Misconduct) standard checks
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| Experience and skills | * Experience in general office administration and associated processes including accounts payable and receivable, and expense claims and travel management
* Experience in supporting management processes including, meeting organisation, diary management, agendas, papers and minutes
* Excellent computer literacy, and comfort with the Microsoft Office suite and SharePoint or similar electronic database management, videoconferencing, and workflow management tools
* Experience in project and event coordination, including management of suppliers
* Flexible, adaptable and able to work under pressure and meet constantly changing demands and deadlines
* Excellent customer service ethic and orientation
* Understanding of central government processes, and familiarity with the Human Rights environment would be an advantage
* Demonstrated ability to juggle competing demands and multi-task in a busy environment, prioritise, problem solve, forward plan, cater for contingencies and make sound judgements and decisions

 **Analysis*** Thinks analytically, conceptually and laterally
* Makes links between diverse pieces of information
* Can recognise the detail and the big picture of issues or pieces of work

**Communication and influence*** Proactively employs clear and effective two-way communication, spoken and written, with their manager and a wide range of people and in all situations, in order to listen to persuade, and to influence others

**Building and sustaining relationships*** Establishes and maintains positive relationships with colleagues and stakeholders internally and externally

**Adaptability and innovation*** Demonstrates an innovative approach to problem solving and decision making with the capacity to develop and deliver effective solutions
* Recognises the need to be nimble and iterative to achieve progress in a changing environment
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| Personal commitment and integrity | **Commitment to Te Tiriti o Waitangi and human rights*** Demonstrated commitment to/ or experience of working in a Tiriti context and understanding of the relevance of Te Tiriti to the work of the Commission
* Demonstrates personal commitment to human rights and harmonious relations

**Conduct*** Understands the role and nature of a national human rights institution and the conduct required of its members
* Displays the highest standards of personal and professional behaviour
* Models behaviours consistent with the Commission’s values and holds others accountable for those behaviours
* Displays a high degree of consistency in personal behaviour with a reputation for absolute trustworthiness
* Proven record of confidentiality, discretion and judgment
* Demonstrates commitment to continual personal development

**Wellbeing, Health and Safety*** Advocates, supports and ensures compliance with the requirements of the Health and Safety at Work Act 2015
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**As a Public Servant**

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kounga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders.  The Public Service Act states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law.  We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and Te Tiriti o Waitangi.  Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.