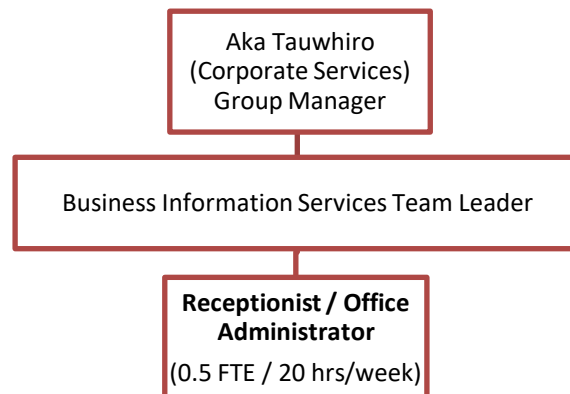


# RAUKAWA CHARITABLE TRUST (RCT)

## Position Description

|                            |   |
|----------------------------|---|
| <b>POSITION TITLE</b>      | <b>Receptionist / Office Administrator (0.5 FTE / 20 hours per week)</b>  |
| <b>LOCATION</b>            | Tokoroa, South Waikato  |
| <b>REPORTS TO</b>          | Business Information Services Team Leader   |
| <b>PURPOSE OF POSITION</b> | To provide reception and administrative support services as required.   |
| <b>VISION</b>              | <b>Raukawa kia mau, kia ora</b> - A thriving Raukawa iwi.   |
| <b>RCT MISSION</b>         | To deliver outstanding cultural, social and environmental outcomes to ngā uri o Te Poari Matua o Raukawa.   |
| <b>VALUES</b>              | <b>Tika</b> – working with integrity<br><b>Pono</b> – working toward the vision/genuine intent<br><b>Aroha</b> – compassion and regard for others |

### REPORTING STRUCTURE



### DIRECT REPORTS

- Nil

### RELATIONSHIPS

#### Internal

- Aka Tauwhiro Team
- Wider Administration Team
- Raukawa Staff
- Raukawa Trustees

#### External

- RST Uri
- Visitors
- Clients

| AUTHORITIES |  |
|-------------|--|
| • Nil       |  |

| KEY ACCOUNTABILITY  | DUTIES AND RESPONSIBILITIES  |
|---|--|
| <b>Reception</b><br>To meet and greet all visitors in a friendly and respectful manner.   | <ul style="list-style-type: none"> <li>• Provide telephone services, including answering queries, taking messages and forwarding calls to the appropriate staff member/s.</li> <li>• Meet and greet all visitors in a friendly manner and provide reception services as required.</li> </ul>   |
| <b>Administration Support</b><br>To facilitate administrative duties as delegated by the Business Information Services Team Leader. | <ul style="list-style-type: none"> <li>• Administer hui room, &amp; vehicle booking schedule.</li> <li>• Provide database data entry and recording as required.</li> <li>• Other administrative support functions as required.</li> </ul>  |
| <b>Individual Responsibilities, Actions and Contributions to the Team</b>   | <ul style="list-style-type: none"> <li>• Work in a culturally safe and respectful manner incorporating the principles of the Treaty of Waitangi, and be mindful of the cultural diversity of the community.</li> <li>• Work as part of a team acknowledging shared workloads.</li> </ul>   |
| <b>Health &amp; Safety</b>  | <ul style="list-style-type: none"> <li>• Comply with Raukawa Charitable Trust Health &amp; Safety policies, procedures and systems.</li> <li>• Ensure that he/she works safely at all times and encourages others to do the same.</li> <li>• Report hazards and accidents.</li> <li>• Take initiative to fix hazards.</li> <li>• Promote a positive Health &amp; Safety culture in the workplace.</li> </ul> |
| <b>Additional Tasks</b>   | <ul style="list-style-type: none"> <li>• Carry out any other duties that can reasonably be requested from time to time within the framework of this position and the skills, training and experience of the incumbent.</li> </ul>  |

| POSITION REQUIREMENTS   |
|---|
| <b>RELATIONSHIP MANAGEMENT</b> <ul style="list-style-type: none"> <li>• Is able to establish and maintain positive working relationships with all people and at all levels of the organization.</li> <li>• Has a strong customer service and business orientation.</li> </ul> |

**INTERPERSONAL STYLE**

- Demonstrates a strong personal commitment to organisational excellence, honesty, and integrity and business ethics.
- Is thoughtful, resilient, calm and stable in challenging situations.
- Shows initiative, decisiveness and openness.
- Accountable for actions and the delivery of consistent quality results.
- Demonstrates excellent oral communication skills.
- Highly self-motivated – an achiever.

**OTHER ATTRIBUTES AND SKILLS**

- Task orientated.
- Customer Service orientation.
- Ability to follow established guidelines and procedures.
- Good written communication skills.
- Being self-motivated, adaptable and flexible.
- Bright cheerful personality with good telephone manner.
- A commitment to working with clients and colleagues in a culturally sensitive and appropriate manner.

**QUALIFICATIONS AND EXPERIENCE**

- Experience in an office environment.
- Proficient with computers, particularly Excel and Word to intermediate level and accurate data entry skills.
- Understanding of te reo me ona tikanga o Raukawa is advantageous.
- Respects, values and works in partnership with stakeholders in a manner consistent with the Treaty of Waitangi.
- Familiar with and demonstrated adherence to Health & Safety policies and procedures.

**JOB DESCRIPTION UPDATED**

Date: August 2019

**SIGNATURES**

**On behalf of Raukawa Charitable Trust:**

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

**Employee:**

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)