

Position Description

Position details

Position title	Senior Support Officer
Business group	Business Enablement and Support
Job family	Administration
Salary band	A3
Location	Wellington
Reports to	Team Leader Business Support, Business Services
Direct reports	Nil

Organisation Context

Our Purpose	<p>We work together to shape an education system that delivers excellent and equitable outcomes.</p> <p>Ko tā mātou he waihanga i tētahi pūnaha mātauranga e tuku ai he otinga tōkeke, he otinga hiranga</p>
Our Behaviours	<ul style="list-style-type: none"> We get the job done ka oti i a mātou ngā mahi We are respectful, we listen, we learn He rōpū manaaki, he rōpū whakarongo, he rōpū ako mātou We back ourselves and others to win Ka manawanui ki a mātou me ētahi ake kia wikitoria We work together for maximum impact Ka mahi ngātahi mo te tūkinga nui tonu Great results are our bottom line Ko ngā huanga tino pai a mātou whīnga mutunga
Our core organisational success factors	<ul style="list-style-type: none"> Cultivating a customer focused culture Building a high performance culture Building strategic business alliances Creating alignment and accountability

Role Context

Role Purpose	To provide professional and exceptional customer-focused business and administrative support services ensuring efficient workflow of day to
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Position Description

	day operations to managers and staff particularly, in relation to facilities provided in the building and accommodation requirements.
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Accountabilities

Key accountabilities	Key activities
Customer Service	Deliver exceptional customer service by building constructive and professional working relationships with customers and working with others in Business Services and other parts of the Ministry to deliver quality solutions to help and enable customers to do their work for the Ministry.
Facilities and Accommodation Support	Checking occupancy levels for accommodation needs and health and safety needs; working with business groups to understand their facilities and accommodation needs; providing advice and guidance and following up on operational needs which require onsite support.
Administrative support	Provide quality, efficient and professional administration support across the group including assisting with meeting set up, completing correspondence such as mail merges, drafting letters, emails or communications, formatting of reports or other support as requested. Process purchase orders and orders for supplies of goods; support travel management and co-ordination work as required.
Applications and information management support	Maintain schedules, administer systems and processes or arrangements for activities within business groups. Be a proficient user of Ministry applications including all Ministry office products so that you can use these tools in your work.
Other	Undertake administrative and support duties and tasks as requested from time-to-time by your Manager, which may not be specifically detailed in this position description. In which case, these duties will be discussed individually and objectives set as part of an individual's performance agreement.

Position specific competencies

Behavioural expectations of all people linked closely to our mission and behaviours and Code of Conduct. To be successful in your role, you'll need to display the behaviours and attitudes that are described in our competency framework.

Capability	Level	Expectation
Tātai Pou		Demonstration of Tātai Pou competencies at least a Minimal level: Pou Hono – Valuing Māori – Minimal

Position Description

		<p>Pou Mana – Knowledge of Māori content – Minimal</p> <p>Pou Kipa – Achieving equitable education outcomes for Māori - Minimal</p>
Customer Service		<p>Is dedicated to meeting the expectations and requirements of internal and external customers.</p> <p>Gets first-hand customer information and uses it for improvements in products and services.</p> <p>Acts with customers in mind.</p> <p>Establishes and maintains effective relationships with customers and gains their trust and respect.</p>
Problem Solving		<p>Uses rigorous logic and methods to solve difficult problems with effective solutions.</p> <p>Probes all fruitful sources for answers.</p> <p>Can see hidden problems.</p> <p>Is excellent at honest analysis.</p> <p>Looks beyond the obvious and doesn't stop at first answers.</p>
Interpersonal Savvy		<p>Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation.</p> <p>Builds appropriate rapport.</p> <p>Builds constructive and effective relationships.</p> <p>Uses diplomacy and tact.</p> <p>Can diffuse even high-tension situations comfortably.</p>
Approachability		<p>Is easy to approach and talk to.</p> <p>Spends the extra effort to put others at ease.</p> <p>Can be warm, pleasant and gracious.</p> <p>Is sensitive to and patient with the interpersonal anxieties of others.</p> <p>Builds rapport well.</p> <p>Is a good listener.</p> <p>Is an early knower, getting informal and incomplete information in time to do something about it</p>

Key working relationships

Internal	Type of relationship
All team members in Business Services group and across Business Enablement and Support	Collegial
Key managers and staff in business groups in Wellington and across the country – predominantly Business Support Managers	Collegial

Position Description

External	Type of relationship
Suppliers of services to the Ministry – travel, print, facilities management	As a customer
Visitors to the Ministry	As a representative of the Ministry of Education
Sector and educational institution representatives	As a representative of the Ministry of Education

Technical and specialist capabilities

Qualifications / Skills / Experience / Knowledge	
Essential	<ul style="list-style-type: none"> Relevant educational qualifications and/or experience in a similar role Microsoft office applications ie. Word, Outlook, Excel and PowerPoint , at an intermediate level Ability to build and maintain strong relationships across a diverse group of contacts, and work well within a team Ability to follow procedures to resolve issues Good time management and organisational skills, i.e. able to manage and prioritise multiple tasks effectively Good organisation skills, able to manage and prioritise multiple tasks effectively An excellent customer service focus and approach
Desired	<ul style="list-style-type: none"> Knowledge and experience of Government A background or interest in Property/Facilities Management Project Management experience
Expertise	<ul style="list-style-type: none"> A background or interest in Property/Facilities Management
Knowledge and skills	<ul style="list-style-type: none"> Microsoft office applications ie. Word, Outlook, Excel and PowerPoint, at an intermediate level
Personal attributes	<p>Friendly, supportive, positive and with the customer at the heart of all thinking and actions.</p> <p>Curious to learn.</p> <p>Interested in variety in work and new opportunities to learn and expand own skills.</p>

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Financial Delegation	Nil
People Delegation	Nil
Health, Safety and Wellbeing	<p>I am responsible for:</p> <ul style="list-style-type: none"> • My own health and safety and that of my colleagues. • Reporting of all incidents and near misses.
This position has the following specific requirements	

Working conditions

Physical environment	Office environment
Travel requirements	Across the Wellington buildings – Justice Centre, Mātauranga House and 22 The Terrace

PC Office use	
Approved by	
Date reviewed & approved	