

# Pou Whirinaki | Group Administrator

Manatū  
Taonga

Ministry  
for Culture  
& Heritage

## Te Whakaaturanga Tūranga | Position Description



Ki te puāwai te ahurea, Ka ora te iwi | Culture is thriving, the people are well

He manatū iti, he mana whānui, he toronga whānui, he manawa nui anō hoki tēnei e karanga atu nei. Nau mai, tomo mai, kia rongō ai tāua i ngā tākirikiringa o te whatumanawa o tō tāua tuakiritanga ā-motu.

An invitation from a small ministry, with a broad mandate, a wide reach and a big heart. Come in, let us all get a sense of what speaks to the heart of our national identity.

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You work as the 'visible face' for the people you support. A trusted adviser able to speak for your managers while maintaining confidentiality over highly sensitive information. With an eye for detail and organising finesse you ensure people are in the right place at the right time, our visitors feel welcome, and our administration runs smoothly. As part of a network of administrators across Manatū Taonga you operate as the 'one-stop-shop' of administrative support. You seek opportunities to ensure the organisation is well supported and optimise use of modern ways of working.

## **Mō te ratonga tūmatanui | About the Public Service**

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna 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 a 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.

## Aronga mahi | Work focus

Reporting Line	You work in Te Hua   Delivery & Investment Group reporting to Pou Arataki o Te Pae Mahara   Manager Memorials & Commemorations
Direct Reports Accountability	Nil
Financial Accountability	Nil

## Te horopaki me ngā kawenga | Context and responsibilities

As a Group Administrator you are responsible for providing the full breadth of administration support to Tier 3 managers and high-quality business support to their wider teams. You anticipate demands and pro-actively manage the constantly changing diary and meeting requests ensuring your manager is in the right place at the right time, with necessary papers. Your ability to prioritise and make judgements on responding to incoming and outgoing correspondence and emails, allows your managers to succeed in their roles and the wider team are provided with good situational awareness.

No day is the same. There are meetings to plan and host, minutes to be taken. Collation of documents for ministers or urgent information requests. You manage recruitment processes, working with our People & Culture team and assist on boarding/off boarding new members of your group. There are supplies to order, travel arrangements to make, invoices to pay, budgets to monitor, and reporting information to prepare. Ideally these arrangements are well planned for in advance – but there are bound to be last minute additions and changes that need to be managed professionally, courteously and at pace. A level of flexibility will be required in this role as the Ministry responds to changing needs.

You are also required to manage the Ministry's reception function on a rotational basis with other members of Te Kāhui Hāpai | Ministry Support Team (MST), to cover the receptionist as and when required.

You ensure you are applying a Te Ao Māori lens to our mahi and seek to improve outcomes for Māori and support Māori-Crown relationships.

## Ngā hononga | Relationships

In this role you will need to work with teams across Manatū Taonga to support your managers and their teams to be successful.

You work closely with Te Kāhui Hāpai | Ministry Support team, to ensure that we follow correct processes for hosting visitors on and off-site. This includes liaise with Te Hononga to ensure hosting Māori iwi is well planned and conducted in a culturally appropriate way.

You work across the Administration Support team of Manatū Taonga, drawing on support when required and providing support to others when needed. You also work together to improve administration and support processes in a way that benefits the whole Ministry.

You work with teams in Te Iho group (including People and Culture, Finance, Facilities and Technology) to support the accurate implementation of organisational policies and practices and being that point of contact to trouble- shoot, for example supporting recruitment, or actioning invoices.

## **Ngā wheako me ngā tohu mātauranga | Experience and qualifications**

In addition to the skill requirements outlined at the end of the position description, the following experience and qualifications are specifically required for this position:

- 3+ years administration experience.
- Proven ability to develop trust and credibility at the executive level.
- Intermediate to advanced skills in the Microsoft suite.
- Understanding of the public service and machinery of government is desirable.
- Able to build and maintain diverse networks of relationships across the Ministry

## **Te tū angitu i roto i tēnei tūranga | Being successful in this role**

When managers and teams involve you in planning and pro-actively seek your help, then you know you are doing things right. You approach all tasks positively and willingly – whether known about in advance or responding to last minute requests. While you operate effectively in the ‘now’, you add further value by looking ahead to see what needs to be done and lending a hand to get it done.

## **Ngā āheinga me ngā kawatau | Capabilities and expectations**

Sometimes we may recruit for specific subject matter expertise or sector knowledge to ensure continuity of skills, knowledge and credibility across Manatū Taonga in the public sector, culture and heritage sector, and te ao Māori. We may also recruit to encourage a diverse workforce that reflects New Zealand communities. Regardless of your area of focus, knowledge and background, the underlying skills and capabilities you bring to Manatū Taonga at this level are comparable with others at a similar level.

We focus on four key leadership capability areas. Below we've summarised what we expect from you, so that you contribute to the direction, stewardship, talent development and achievements of Manatū Taonga. It's not an exhaustive list.

## **Te Whakahaere o te Tuku | Delivery Management**

### **We want you to do things like this:**

1. Participate in all activities and projects actively and constructively.
2. Provide customer-focused services e.g. receive callers and visitors to ensure courteous and prompt attention and support during their visit to Manatū Taonga.
3. Look ahead to what needs to be delivered and provide early notice to managers and teams about what steps need to be taken by yourself and them e.g. scheduling coaching for success sessions; actioning key steps in the recruitment process; scheduling induction for new staff; tracking budgets.
4. Provide all round 'hands-on' administrative support to the team to deliver in the best possible way, e.g. printing and collation; filing; diary management; travel and catering arrangements; event planning and management.
5. Provide extensive meeting management support from organising rooms, to recording actions, to following up on meeting actions.
6. He hononga tangata: Explore what it means for the work you do as Manatū Taonga connects the New Zealand public and Māori culture in designing and developing work.
7. Pro-actively offer to support others when you see they need assistance.
8. Be relied upon to complete work. Know when to ask questions or seek clarification. Or Undertaking information gathering and research activities for the group or unit
9. Manage your workload and work-life balance, being flexible in your approach as you juggle priorities and competing demands.

## **Te Whakahaere Parapara | Talent Management**

### **We want you to do things like this:**

1. Participate constructively in the coaching for success programme of Manatū Taonga and take responsibility for meeting agreed delivery and development commitments reflecting the values of Manatū Taonga.
2. He ngākau titikaha: Build confidence and capability in te reo, tikanga and the Treaty of Waitangi. Explore opportunities to practice with others in a safe environment.
3. Develop and improve your own performance standards and work collaboratively with others to improve team performance.
4. Contribute to a positive organisational culture, demonstrating our values and behaviours and encouraging flexible ways of working.
5. Take every opportunity to learn and be ready to learn from others.
6. Be ready to adapt and take the initiative, stepping in if you see help is needed beyond your own area of work.

## **Te Hautūtanga ā-Pūnaha | Systems Leadership**

### **We want you to do things like this:**

1. He hononga Tiriti: Understand how Manatū Taonga is engaging with our Treaty partners and why this is important.
2. Build and maintain connections across the organisation's support and administrative services network, working collaboratively with each other as an organisational service e.g. providing back-up support for each other.
3. See how your work connects with other administrative roles and seek opportunities to enhance what you or they do, and connectivity across groups/teams.
4. Be familiar with organisational policies e.g. finance, human resources, information management, to ensure managers and teams are following them correctly.
5. Present work to your immediate team or more broadly, being clear about what you are proposing and being prepared to listen to alternative ways of operating.
6. Think about work from a system perspective. Critique how administrative support services are provided then strengthen systems and processes in a way that benefits across the organisation.
7. Keep up with latest practices and developments in your field of work—use them, share them, and suggest adopting those that could improve the way we do things

## **Hautūtanga Rautaki | Strategic Leadership**

### **We want you to do things like this:**

1. Understand the strategic context for your work and the team's work e.g. attend staff hui for regular updates about Manatū Taonga activities.
2. Participate constructively in discussions about the direction of Manatū Taonga e.g. planning sessions.
3. Know how your work directly contributes to the strategic direction of Manatū Taonga.
4. He hononga Tiriti: Understand how the evolving Māori–Crown relationship and the Crown's Treaty obligations are informing how we work as Manatū Taonga.

## **Te āhua whaiaro | Personal character**

### **Honest and courageous**

Willing to be open and confident to share thoughts; sees the benefit in raising what may be perceived as difficult conversations.

### **Curious**

Show curiosity, flexibility, and openness in the way you approach your work.

### **Self-aware and agile**

Be aware of your strengths and weaknesses, looking for ways to improve skills and adapt approach; adapt well in a changing environment.

### **Resilient**

Show composure, grit, and a sense of perspective when the going gets tough.

## **Ngā pūkenga – me matatau koe ki ēnei mea | Skills – what you must do well**

- Be excellent at managing relationships including being patient and resilient.
- Know how to 'read' people and adapt your style for different ways people work and think.
- Be approachable, patient, responsive and willing to tackle any task.
- Apply knowledge of te reo, tikanga and the Treaty of Waitangi, or have the willingness and commitment to learn.
- Finely tuned attention to detail to ensure what you do is accurate.
- Use your judgement to prioritise work, think ahead and manage time effectively.
- Be a self-starter who can operate independently as well as collaboratively.

*I have read and agree to the position description as detailed above.*

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