

## POSITION DESCRIPTION

**Position:** National Office Administrator

**Location:** National Office Wellington

**Permanent Full Time - 40 hours**

The New Zealand Nurses Organisation (NZNO) is the lead professional nursing organisation and union for nurses. NZNO represents more than 57,000 nurses, midwives, students, kaimahi hauora and health workers. We represent the interests of nurses on professional and employment related matters. NZNO is a progressive organisation which works to improve the health status of all people of Aotearoa/New Zealand through participation in health and social policy development.

### Position Purpose:

- Provide administrative / secretarial support to the National Office staff.
- Provide administrative support to the NZNO Sections and Colleges and other committees.
- Co-ordinate events/forums.
- Provide prompt, courteous, and efficient services to NZNO members.

Key responsibilities	Performance expectations
<p><b>Office Administration</b> Support the day-to-day management of the National Office</p>	<ul style="list-style-type: none"> <li>• Efficient and effective secretarial support is provided to committees and meetings as required.</li> <li>• All correspondence is acted upon and filed. Discretion and confidentiality is maintained at all times.</li> <li>• Co-ordinate activities to ensure that objectives of the organization's committees and office are met.</li> <li>• Travel and other work-related arrangements are organised in a timely and efficient manner.</li> <li>• Effectively support members of the National Office Administration and Regional teams, sharing knowledge and providing support as required.</li> <li>• Update, maintain and report on the NZNO Membership database as required.</li> <li>• Information and reporting are provided in a timely and effective manner.</li> <li>• Identifies administration and office system process improvements, trials the improvements and then communicates any changes to other staff.</li> <li>• Policy advice is provided to members and staff. NZNO processes are regularly updated and developed as required.</li> </ul>

	<ul style="list-style-type: none"> <li>• Member and stakeholder enquiries are handled with care and addressed in a timely manner.</li> <li>• Undertake other tasks as agreed with the Team Leader.</li> </ul>
<b>Secretarial support to NZNO committees, Sections and Colleges, Nursing Education and Research Foundation Trust Board (NERF)</b>	<ul style="list-style-type: none"> <li>• Provide secretarial support and advice to College &amp; Section committees, supporting their Wellington meetings, booking rooms, catering as required.</li> <li>• Agenda and relevant documentation are prepared and distributed to participants. Minutes are taken accurately and distributed within a short timeframe after the meeting. Meeting action points are monitored and followed up in a timely manner.</li> <li>• Ensure that diaries are kept up-to-date and that all diary appointments are prioritised.</li> <li>• Assist with accurate coding of income and expenditure.</li> <li>• Provide NERF assistance as per contracted Service Level Agreement (SLA)</li> </ul>
<b>Event Support of NZNO functions, celebrations, and conferences</b>	<ul style="list-style-type: none"> <li>• Scope, configure, test, and implement the in-house event registration system to support conferences, conventions and professional forums managed by NZNO.</li> <li>• Meet with key stakeholders to scope what conference and event support is required.</li> <li>• Arrange and co-ordinate the function facilities, catering, signage, displays, audiovisual equipment, accommodation, transport, and social events as needed.</li> <li>• Ensure that all travel requirements are booked through the NZNO accredited travel agencies.</li> <li>• Ensure that all event/conference participants are kept informed of any changes.</li> <li>• Manage the relationship with conference/event service providers.</li> <li>• Maintain oversight of the conference/event budget and any budget variations by ensuring timely and accurate financial records are maintained and liaising with Finance as required.</li> </ul>
<b>Website administration</b>	<ul style="list-style-type: none"> <li>• NZNO, College and Section website information is accurate, updated regularly and correct content is ensured upon request.</li> <li>• Periodic review of website content in your area of responsibility is appropriate, meaningful, and compliant to NZNO communication standards, policies, and processes.</li> </ul>
<b>Project management assistance</b>	<ul style="list-style-type: none"> <li>• Assist with internal projects, providing support to the Team Lead, National Office to scope, document, design solution, implement and provide training as required.</li> <li>• Project lead as and when required.</li> </ul>
<b>Health &amp; Safety</b> Complies with the Health & Safety at Work Act 2015 by:	<ul style="list-style-type: none"> <li>• Taking reasonable care of their own health and safety and ensuring that their actions don't adversely affect the health and safety of others.</li> <li>• Following all NZNO health and safety policies and procedures, including: <ul style="list-style-type: none"> <li>▪ Accurately reporting all accidents, incidents and near misses in a timely manner</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>▪ Identifying and assessing work related health and safety hazards and risks</li> <li>▪ Participating in health and safety initiatives.</li> </ul>
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### Financial Delegations - Nil

### Key relationships

All NZNO employees have a responsibility for managing relationships in some or all of the key sectors we work with. In this role, the key relationships to be developed are as follows:

<b>Reports to:</b>	National Office Administration Team Leader
<b>Responsible for:</b>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>
<b>Internal NZNO relationships:</b>	<ul style="list-style-type: none"> <li>• National Office Administration Staff</li> <li>• NZNO staff</li> </ul>
<b>External Relationships:</b>	<ul style="list-style-type: none"> <li>• Colleges and Sections' national committees and members</li> <li>• Committees eg NERF Board members</li> <li>• NZNO Members</li> <li>• Suppliers eg accommodation, travel, venue</li> </ul>

### Core NZNO Competencies

<b>Ethics, integrity, and values</b>	Supports NZNO vision and values, understands organisational structures to complete assigned tasks or projects, plans and organises work in an efficient manner, has values aligned with the organisation and acts accordingly, personally, and consistently demonstrates 'appropriate' behaviour, actions are unbiased and consistent.
<b>Cultural</b>	Being cognisant of the culture base of people in your service area, awareness of cultural safety and knowledge (understanding tikanga Māori, Te Reo Māori, Māori Health) being aware of ethnicity, valuing diversity and being aware of how culture influences behaviour.
<b>Member focus</b>	Ably discovers, understands, and meets needs of members, gives members priority and responds quickly to member concerns, build positive member relationships, acts in a professional manner at all times.
<b>Communication and teamwork</b>	Relates well to people verbally and in written form, build rapport with all levels inside the organisation, listens well, works collaboratively with others, and is organisationally sensitive, handles conflict while preserving rapport, works well with a diverse workforce, ability to understand and adhere to good file and record management practices.
<b>Problem solving &amp; Planning and organising work</b>	Able to define problems and find causes, devises workable solutions, demonstrates the ability to work within timelines and organisational structures to complete assigned tasks or projects, plans and organise works in an efficient manner.
<b>Results orientation</b>	Exhibits commitment to goals and constantly delivers results, demonstrates personal initiative and independent motivation to achieve goals and objectives.

## Role Specific/ technical capabilities

<b>Clerical/Technology Skills</b>	<ul style="list-style-type: none"><li>• Capably handles typical administrative functions such as telephone communications, word and document processing, copying, filing and file management.</li><li>• Has higher level or advanced computer skills, or specialised technology skills as needed.</li><li>• Manages other job-specific clerical needs: travel arrangements, meeting or event planning, scheduling, report compilation or other as needed.</li></ul>
<b>Organizing Skills</b>	<ul style="list-style-type: none"><li>• Puts resources or processes into logical, comprehensible, and aesthetically pleasing order.</li><li>• Plans and executes plans for events, tasks or processes in an efficient manner.</li><li>• Attends to all details.</li><li>• Seeks and finds all resources needed to effectively accomplish a task, assignment or events, bringing all together into an organised and successful endeavor.</li></ul>

***These values capture the intention of NZNO staff to model union and professional principals of working co-operatively towards shared goals.***

***NZNO staff refers to both management and non-management staff of NZNO.***

#### **Teamwork**

- ✓ We value diversity in our staff and recognise each other's strengths
- ✓ We ask for and provide support to each other including to meet work deadlines
- ✓ We identify, acknowledge, and celebrate achievements
- ✓ All staff are equally important to the success of NZNO
- ✓ We take and create opportunities to contribute to timely and informed decision making.

#### **Professionalism**

- ✓ We reflect on the Treaty of Waitangi implications of our work
- ✓ We reflect on the gender implications of our work
- ✓ Communication is timely and constructive with solutions offered with concerns that are raised
- ✓ We take and create opportunities to develop skills and competencies for ourselves and others
- ✓ We treat others with courtesy.
- ✓ We work to plans that enable us to achieve priority work within paid hours
- ✓ We come prepared to meetings and use the time constructively

#### **Accountability**

- ✓ We test our actions by asking "what would members think"
- ✓ We take and create opportunities to strengthen the participation of members within the organisation and on behalf of the organisation
- ✓ We use our resources, including others' time, wisely and efficiently
- ✓ We take responsibility for our actions and decisions

#### **Safety**

- ✓ We treat each other with respect, consideration, sensitivity and fairness
- ✓ We commit to making a safe environment
- ✓ All staff are supported to take regular leave
- ✓ Workloads and goals shall be achievable and measurable
- ✓ We share our experience within a learning environment