



Role Description

Office Administrator

Full-Time

Wellington Homeless Women's Trust | Te Whare Nukunoa

Providing Transitional
Housing and Support to Homeless Women
in the Wellington Region.

Whakatauki:

Naku te rourou nau te rourou ka ora ai te iwi

With your basket and my basket the people will thrive

Office

Main: (04) 384 7870
E: info@whwt.org.nz

General Manager

M: 021 898 169
E: manager@whwt.org.nz

Physical Address

107 Manners Street
Te Aro, 6011, Wellington

Mailing Address

P.O. Box 1784
Wellington, 6011



Role Description

Position	Office Administrator
Reports directly to:	General Manager – Kaiwhakahaere
Works with:	WHWT Staffing Team
Location:	107 Manners Street, Te Aro Wellington
Special Condition:	Must have a full current, clean driver's licence.
FTE	This is a Full time 2 Year fixed Term position

Background

The Wellington Homeless Women's Trust (WHWT) was set up to support and assist women to find suitable affordable accommodation within the central Wellington area. All Board of Trustee members are volunteers who dedicate their time in supporting the organisation and employ staff to allow adequate assistance seven days a week. All women are supported by a professional team and a high standard quality resident-centred facility that substantially improves their lives. The team works collaboratively with other partners and key agencies within the community, this strengthening and increasing opportunity for women so they can make positive changes and become fully independent.

Summary

The Office Administrator will be located at 107 Manners Street, Wellington and will play an integral part in the smooth and effective running of the organisation. She will work alongside the General Manager - Kaiwhakahaere and staff rostered from Monday to Sunday. Her role will include assisting with all aspects of administration, monthly reporting, meeting contractual obligations necessary and maintain a high standard of performance within the sector upholding the integrity of the Trust.

Areas of Work Responsibility	Expectation and Outcomes
<p>Preparing and implementing an annual plan that aligns to the Wellington Homeless Women's Trust strategic direction.</p> <p>Ensuring that all work streams comply with</p>	<p>Maintain compliance with:</p> <ul style="list-style-type: none"> • All Health, Safety, Wellbeing Policy and Procedures. • The New Zealand ANZASW Social Work Standards. • The Ministry of Social Development (MSD) Social Services Accreditation Standards. • The MSD Transitional Housing Operational guidelines. • All legislative requirements.



<p>legislative requirement of the WHWT.</p>	<ul style="list-style-type: none"> Wellington Homeless Women's Trust Policies and Procedures. <p>Any "at risk" areas identified and reported appropriately.</p>
<p>Service Delivery</p> <p>Financial Responsibilities & Requirements</p>	<ul style="list-style-type: none"> Responsibilities will include assisting General Manager with HUD/MSD contractual requirements and obligations. Have advanced knowledge of MS Excel (creating spreadsheets, charts and using financial excel functions). Manage accounts receivable and payable Maintaining records for all receipt transactions Have knowledge of proven software like 'xero' for accounting purposes and a good understanding of bookkeeping procedures Communicate regularly and as per required with the Board Treasurer. Identify and address account discrepancies. Participate in payroll processes such as timesheets. Provide a quality service and ensure a high standard of professionalism at all times.
<p>Administrative & Operational</p>	<ul style="list-style-type: none"> Maintain and manage internal administrative processing systems. Monitoring the core business of all operational requirements associated with the efficient running of the organisation. Maintaining a reliable in-house diary for General Manager. Arrange key inhouse meetings and scribe at each event Ensure all maintenance requirements are carried out and actioned in a timely manner. Progress any strategic plans introduced or implemented by the Board of Trustees. Update and monitor all Policy & Procedures, Operational Forms and 'Dropbox' systems regularly. Communicate effectively with key stakeholders and continue to build healthy and strong working relationships.
<p>Support Service Development in Wellington</p>	<ul style="list-style-type: none"> Promote the WHWT engagement strategy such as the: W.AL.K. Activity program. Maintain good working relationships with other community providers and identify key stakeholders and reporting trends.
<p>Communication</p>	<ul style="list-style-type: none"> Participation in staff or tenant meetings. Establish and maintain contact with relevant Government agencies and community groups. Ensure adequate communications and information is provided towards our social media sites.
<p>Professional Development</p>	<ul style="list-style-type: none"> Maintain continuing professional development in accordance with best practice and approval by WHWT.



	<ul style="list-style-type: none"> ▪ Review and maintain internal 'manuals' for training or development purposes. ▪ Attend regular supervision both internally and externally. ▪ Ensure there are systems to monitor standards of practical and ethical issues.
General	<ul style="list-style-type: none"> ▪ Support new initiatives of any WHWT promotional activities where practical
Health and Safety Ministry of Health By-Laws	<ul style="list-style-type: none"> ▪ Health and Safety rules, regulations and procedures must be adhered to at all times. Failure to follow reasonable health and safety rules may be considered or deemed serious misconduct. ▪ The employee will take reasonable steps and care to look after their own health and safety at work, their fitness for work, their own health and safety of others. ▪ Follow all reasonable health and safety rules and guidelines.. ▪ Take reasonable care that your actions (or inactions) do not cause harm, or risk of harm to yourselves or others. ▪ Not reporting for duty under the influence of alcohol or drugs that will impair your performance or fitness for work. ▪ Wearing all necessary personal protective equipment and clothing. ▪ The employee must report any potential risks, incidents and near misses so the employer can investigate, and eliminate or minimise harm or risk of harm. ▪ Adhere to and follow bona fide national guidelines imposed by the Ministry of Health and endorsed by the Board of Trustees with respect to the COVID pandemic or similar related health matters.

Knowledge of Te Ao Māori

- The Office Administrator can demonstrate an understanding of Tikanga Maori and the principles of The Treaty of Waitangi. Have experience working with wāhine, their whānau, hapū and/or iwi.
- The Office Administrator demonstrates a good connection with Māori providers in the Wellington region.

Main Office & Practices

- The Office Administrator will have the experience in working with multiple staff and service delivery to tenants with complex needs. Can work well with people, excellent HR and employment practices, administration and budgeting. Be able to monitor property maintenance and all functions associated with the safe and effective administrative roles of the house.

Other specific tasks

- Ensure that all policies and procedures are in place and are actively observed.
- Clearing emails frequently and updating staff of current events and activities associated with their roles.
- Maintaining a reliable in-house diary for General Manager.
- Arranging, participating and recording minutes at all staff hui.
- Ensure all residents, incoming staff and/or visitors to the premise are aware of all health and safety of the building, emergency procedures & drills and compliance relating to Health & Safety- are upheld.



- To be aware of grant applications and, where possible, stay informed of contracts and funding avenues in the region that can be fed back to the Board.
- Monitor and inform General Manager of dates when funding accountability reports are due.

The ideal person will have the following attributes;

- Effective communication skills
- A strong sense of social justice
- Ability to maintain boundaries and solution focus to problem solving
- Compassion and commitment to breaking the cycle of homelessness
- Ability to work under pressure and/or within crisis resolution calmly and effectively
- Able to work autonomously.
- Sound knowledge of risk assessment