

## POSITION DESCRIPTION



# Barnardos

**Role Title:** Administrator  
**Business Unit:** Barnardos NZ  
**Reports to:** Relevant manager  
**Salary Band:** Corporate Band D

Barnardos is New Zealand's leading children's charity, doing more for Kiwi kids. Every year our services and people make a real and positive difference in the lives of thousands of children, young people and their families.

### Our vision / moemoeā

An Aotearoa New Zealand where every child shines bright.

### Our mission/kaupapa

Be the voice and greatest fan of the next generation  
Shape brighter futures via early education and targeted social services  
Create insightful ways to empower tamariki/children to shine bright

### Our Guiding Principles

Kotahitanga – Unity	Ata Whakarongo – Hear with Intent
Māiatanga – Realise Potential	Kaikōkiritanga – Progress with Purpose
Mahi tōtika – Do the Right Things Well	

Barnardos is committed to the Treaty of Waitangi as a founding document of New Zealand.

### Purpose of the role:

The purpose of this position is to provide general administrative support and customer service for internal and external customers to Barnardos business units.

### Purpose of the unit:

To ensure that Barnardos is meeting its strategic objectives and doing more for Kiwi kids. Barnardos support, protect and educate thousands of New Zealand children. Our reach is nationwide and our unique combination of social services and early childhood education means we provide the broadest range of child-centred services in Aotearoa.



Kia eke ai te hunga taitamariki  
ki ngā rangi tūhāhā

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Page 1 of 5

## Key Result Areas

### General Administration

**Outcome:** General administration duties are carried out in an accurate and efficient manner. All relevant information is accurately and securely maintained

**Key responsibilities include:**

- Organisation and coordination of meetings, travel arrangements, preparation of agendas and meeting papers and minute taking
- Data entry, filing, photocopying and binding
- Store Client/Customer information accurately and confidentially
- Coordinate recruitment and inductions for the service or business unit manager

### Accounts Administration

**Outcome:** All accounts payable are processed in a timely and accurate manner in line with Barnardos systems and processes

**Key responsibilities include:**

- Process Invoices through the organisation including coding, seeking authorisation and progressing to the finance team for payment
- Report overdue accounts and debts according to Barnardos debt management procedures
- Complete banking processes in line with Barnardos and audit requirements

### Customer Services And Relationships

**Outcome:** Serves customers by providing product and service information; resolving product and service queries or problems

**Key responsibilities include:**

- All clients/customers are greeted in a professional manner, assisted or directed to the appropriate person
- Attracts potential customers by answering product and service questions; suggesting information about other products and services
- Telephone enquiries are dealt with in a courteous and tactful manner
- A good knowledge of Barnardos services enables the customer or client to be connected to the most appropriate service
- Positive work relationships are established with staff and clients of Barnardos services

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## Ngā Pou e Whā (Māori Strategy)

**Outcome:** All work at Barnardos is guided and informed by Ngā Pou e Whā the Barnardos Maori Strategy.

**Key responsibilities include:**

- Have a sound understanding of the principles of Ngā Pou e Whā, the Treaty of Waitangi and apply them to everyday practice.
- Build all relationships with consideration of the Barnardos principles and Ngā Pou e Whā.

## Health, Safety and Environment

**Outcome:** A safe and healthy working environment is maintained at all times

**Key responsibilities include:**

- Take individual responsibility for Health and Safety practices
- Comply with occupational health and safety legislation and regulations
- Be familiar with and observe all safe work policies, procedures and instructions
- Promote and participate in health and safety, maintain a safe workplace, and ensure that all equipment is used correctly at all times
- Take responsibility for own health and safety and ensure no action or inaction on your part harms others in the workplace

## Projects / Other Duties as Required

**Outcome:** The achievement of the wider team, business unit and organisational goals is supported

**Key responsibilities include:**

- Perform other duties which may reasonably be required that fit the role's purpose and for which the position holder is qualified or has received adequate training or instruction

## Key Relationships

All Barnardos employees have a responsibility for developing and maintaining excellent relationships. In this role, the key relationships to be developed are as follows:

Within Barnardos NZ	Outside Barnardos NZ
General Managers, managers and staff	Clients/customers/families
Regional Senior Administrators	Suppliers and Service providers





## Person Specification

### Qualifications (or equivalent level of learning)

Essential	Desirable
NCEA Level 2 (or equivalent)	First Aid Qualification
	Tertiary qualification in a related discipline

### Experience

Essential	Desirable
Demonstrated sound experience in an administrative role	Previous experience working in the not-for-profit sector

### Knowledge

Essential	Desirable
Strong knowledge of administrative systems, processes and procedures	Knowledge and understanding of the work done by Barnardos NZ

### Skills and Competencies

Essential	Desirable
Strong verbal and written communication skills	Experience working with databases
Sound numerical skills	
Excellent planning and organising skills, able to manage several tasks simultaneously	
Proven attention to detail - able to focus on the task at hand and ensure 100% care and attention to detail	
Excellent skills using Microsoft Office Suite (Word, Excel, PowerPoint etc)	
Word processing speed of 55 words per minute	



## Vulnerable Children Act 2014

This role is a Non-Core Children's Worker under the Vulnerable Children Act 2014.

### Delegations and Authority

#### Human Resources

- No formal responsibility for staff

#### Financial – Budgetary and Expenditure Limits

- **Budget Expenditure**
  - May be authorised to spend from Manager's operating expenditure budget
- **Purchase Orders**
  - No authority to approve or issue purchase orders
- **Purchase Card (Freedom Card)**
  - May be authorised to purchase up to the value of \$1,000, with a per transaction limit of \$500

#### Correspondence

- No authority to sign external correspondence

### Authorisation of Position Description

Positions in Barnardos may change over time as the organisation evolves and priorities ensure that Barnardos is able to adapt and respond to changes in the business environment. Any significant changes will be discussed between the jobholder and manager and will be approved by the relevant Executive Leadership Team (ELT) member. change. The key responsibilities for this position may change as the job evolves to

Authorised by:	<i>Insert title of GM</i>	Date authorised:	
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