

Job Description

Job Title:	Senior Administrator
Date:	January 2019
Responsible to:	Director Employment Relations Services
Location:	Wellington
Job Status:	Permanent
No. of reports:	Nil
Delegated Financial Authority: (If applicable)	Nil

Background

TAS works with the leaders and practitioners who plan, commission and provide health and social care.

We bring together sector experts with data analysis and health system insights, helping our customers make informed decisions and improve service planning and delivery. We also help build capability in the sector through education and training. Ultimately it's about working together to create a world class health system for Kiwis.

TAS is owned by the six Central Region District Health Boards (Capital and Coast, Hutt Valley, Wairarapa, MidCentral, Whanganui, and Hawke's Bay). Established in 2001, we are a professional services organisation providing a range of strategic, advisory and programme management services across the health and social sectors, including:

- Sector collaboration
- Data management
- Strategy, innovation and insights
- Capability building
- Programme management services

Vision and Values

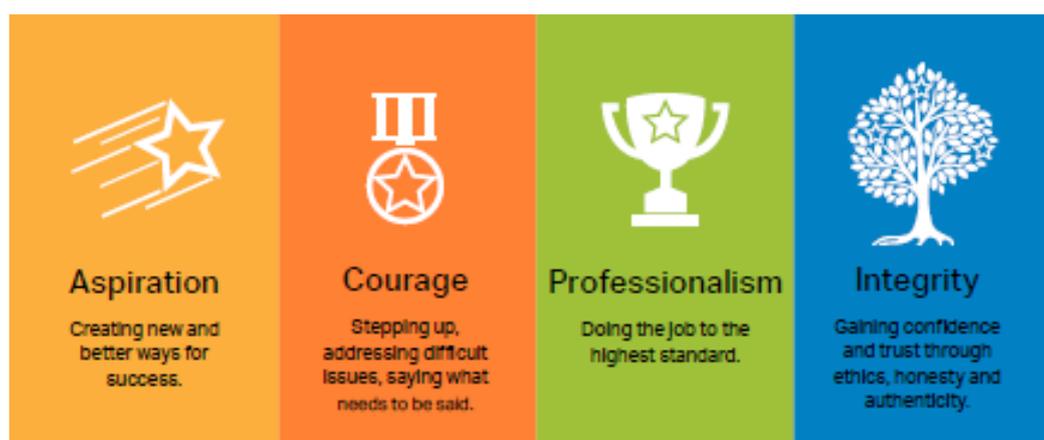
At TAS we are united by our passion to help our customers deliver the best healthcare they can for all New Zealanders.

Our 2020 Vision is 'Supporting our partners to deliver the best health outcomes for all New Zealanders'

We are committed to building a values based high achieving organisation across all of our relationships and activities. Our corporate values of aspiration, courage, professionalism and integrity are central to how we work at TAS.

Our Employee Value Proposition is 'We are committed to growing innovative, trusted, expert advisors, who love what they do to make a difference.'

Our Values are:



Business Group

The Services group collects a number of business unit within TAS. It is responsible for providing a range of services to assist DHBs with planning, collaboration, and negotiation/facilitation and delivery activities. The group includes the Employment Relations Services. The ER team partners with District Health Boards nationally to provide specialist Employment Relations advice and services.

Job Purpose

The Senior Administrator role is responsible for two main functions:

- Provide support and assistance to both the General Manager of Services and Director of Employment Relations Services
- Support the wider Employment Relations Services Team

Key to this role is also providing efficient, high quality administrative support to assist in the day to day operations of the ER Services team.

The role provides a professional interface between TAS and its internal and external stakeholders, supports work across the team and provides support to the wider organisation at times of high workload, as required.

Key Accountabilities

The requirements set out below are the key requirements, but do not in any way limit the boundaries of activity the role is responsible for.

<i>Accountability Area</i>	<i>Description</i>
Support to the General Manager, Services and Director of Employment Relations Services	<ul style="list-style-type: none"> • Provide high support services to the General Manager Services and Director Employment Relations Services in a professional, timely and effective manner, including but not limited to: <ul style="list-style-type: none"> ○ Plan and coordinate meetings, including preparing and circulating agendas/documents, taking minutes and following up actions arising from the meeting and attending where required ○ Diary management - schedule appointments, travel and accommodation arrangements, couriers and other logistical considerations ○ Assist the Director in the preparation of documentation, reports, and presentations as required ○ Plan and coordinate activities/events etc. • All records are effectively maintained (both hard and soft).
Project coordination and team administrative support	<ul style="list-style-type: none"> • Establish and maintain processes and workflows to support the effective and efficient coordination of projects/ work streams, and efficient functioning of the team. • Undertake the necessary day to day provision of secretariat and administrative services for the team and projects; including but not limited to: <ul style="list-style-type: none"> ○ Organising/coordinating meetings/workshops including (but not limited to) diary management, agenda preparation attending meeting with minute taking and follow-up of actions arising from the meetings, photocopying and distributing documents, travel and accommodation arrangements, couriers and other logistical considerations ○ Prepare papers and other materials required for meetings. • Provide administration and support for project tools e.g. Connex PSODA. • Monitor information needs/systems by establishing and maintaining effective systems for the management of data and documentation in relation to project activity. • Managing relevant communication with the 20 DHBs, accurately drafting replies using the standard format,

	<p>making follow-ups where applicable and forwarding communications to relevant to individual or group.</p> <ul style="list-style-type: none"> • Compile weekly ministerial report and • Maintain an accurate schedule of key meetings and important dates. • Maintain accurate and up to date key contacts / network database. • Reconcile invoices and arrange payment in a timely and efficient manner. • In respect of assigned project(s) and/or aspects of larger projects, achieve project deliverables as outlined in the project plan: <ul style="list-style-type: none"> ○ Prepare project documents including project charters, project plans, progress and closure reports and communication plans ○ Monitor progress of projects against project plan and report to Delivery Manager.
Collaboration Support	<ul style="list-style-type: none"> • Where designated as Secretariat to a group, manage meetings, minutes, action points, summary of activity, and escalation of issues as required.
Relationship management	<ul style="list-style-type: none"> • Establish and maintain constructive, effective working relationships with key staff in TAS. • Establish and maintain effective working relationships externally with providers and key stakeholders ensuring a high customer satisfaction with key DHB/MoH stakeholders. • Effectively liaises with key internal and external stakeholders to ensure delivery of key milestones.
General	<ul style="list-style-type: none"> • Undertake other reasonable duties as required relating to the functions and responsibilities of the business unit and wider TAS. • Take responsibility for meeting our obligations in workplace health, safety and wellness by making sure your own actions keep self and others safe, healthy and well.

Key Relationships

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

Internal

<i>Who</i>	<i>For what purpose</i>
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General Manager, Services and Director Employment Relations Services	<ul style="list-style-type: none"> • Provide highly effective and professional support services • Proactively engage with and build productive relationships with the General Manager and Director. • Display willingness to contribute to the team and looking to further improve processes at TAS.
Employment Relations Services	<ul style="list-style-type: none"> • Team and wider TAS (as required) are provided with high quality administrative services that support the effective operations of the team. • Projects are smoothly coordinated to meet key deliverables and deadlines resulting in development of timely and accurate reporting to relevant working groups and other key stakeholders. • All projects are provided with high quality support, enabling smooth running and positive feedback from Project Managers.
TAS managers and employees	<ul style="list-style-type: none"> • Work collaboratively to provide integrated, joined-up advice and support to customers and stakeholders. • Approachable and reliable team player who contributes positively to the overall high performance of the organisation.

External

<i>Who</i>	<i>For what purpose</i>
Stakeholder community: DHBS, MoH, health sector and other agencies e.g. NGOs and PHOs Health Workforce New Zealand (HWNZ)	<ul style="list-style-type: none"> • Work collaboratively to establish productive and positive relationships. • Manage relationships in a manner the represents TAS values and commitment to excellence.

Person Specification

Education/qualifications

- A relevant tertiary qualification(s) or equivalent experience.

Experience, skills and knowledge

- Proven organisational skills along with the ability to establish priorities and meet deadlines whilst preserving the highest level of accuracy and confidentiality.
- Excellent oral and written communication skills, with previous experience in minute taking.
- Good interpersonal skills with the ability to relate to a wide range of people.
- Excellent analytical skills and information seeking abilities.

- Keen eye for details and demonstrated ability to scrutinise information and data before publication.
- Proactive approach to work demonstrating initiative and good judgment.
- A genuine commitment to providing quality service to all customers.
- Ability to work unsupervised and as part of a team.
- Willingness to work outside of work hours (9 - 5) when required.
- Knowledge in Employment Relations, collective bargaining or HR an advantage.
- Experience working within Health, a DHB or Ministry is ideal.
- Knowledge of project management principles and methodologies would be an advantage.
- Knowledge and experience in the health sector is desirable.
- High degree of computer literacy in Microsoft Office suite of products, particularly MS Word and Excel, SharePoint experience is desirable.

Core TAS Competencies

TAS has established core competencies for all roles across the organisation and all employees are expected to model these behaviours and values which enable us to work at our best.

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
<p>Customer Focus: Provides excellent service to meet internal and external customer/client needs. Understands the needs of the customer/client and looks for ways to provide added value.</p>	<ul style="list-style-type: none"> • Recognises the importance of valuing customers and provides excellent service to meet internal and external customer/stakeholder needs. • Listens and proactively seeks to understand the expectations and needs of the customers/stakeholder. • Looks for ways to provide added value. • Proactively seeks customer/client feedback.
<p>Communication: Demonstrates an understanding of the views of others and communicates in a genuine and practical manner using appropriate language. Actively listens to views and concerns of others. Adapts communication approach to fit situation. Conveys and receives information effectively and builds positive working relationships.</p>	<ul style="list-style-type: none"> • Actively listens and observes non-verbal cues to inform communication approach • Self-aware and approachable • Communicates in a professional manner with key stakeholders
<p>Collaboration: Willingness and ability to work in a cooperative and helpful manner with others (as opposed to independently). Focuses on</p>	<ul style="list-style-type: none"> • Works effectively as part of a diverse team. • Treats others with respect and dignity • Supports others in the team and has consideration for their needs and skills.

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
team goals as well as your own and to actively assist team members to achieve common goals. Shares collective responsibility for all aspects of the team's objectives.	<ul style="list-style-type: none"> Identifies and promotes opportunities for collaboration and works with others regardless of functional boundaries.
Continuous Improvement: Sets and meets challenging goals, creating own measures and consistently seek ways of improving performance. Aware of own shortcomings and opportunities for improvement and takes charge of personal development.	<ul style="list-style-type: none"> Makes suggestions for improvements to current ways of working. Shows a willingness to learn. Looks to improve efficiency and quality of service of own role/area Keeps own skills up-to-date and develops a depth or breadth of knowledge in a particular area through learning.
Innovation: Identifies novel approaches for completing work more effectively or efficiently, and works within the "established" system to push for "a smarter, better way."	<ul style="list-style-type: none"> Works to develop new approaches when problem-solving; seeks ideas or suggestions from others as appropriate Suggests new ways to improve the quality of products or services. Identifies new ideas, solutions, or directions in dealing with daily situations.
Action Orientation: Performs work with energy and drive; values planning, but is able to take quick, decisive action when an opportunity presents itself.	<ul style="list-style-type: none"> Targets and achieves results, overcomes obstacles, accepts responsibility, Establishes standards and responsibilities, supports a results-oriented environment, and follows through on actions.
Planning and Organising: Organises own time effectively, creates own work plan/s and timelines. Prioritises and prepares in advance to ensure realistic timeframes. Visualises the sequence of actions needed to achieve a specific goal, how to estimate the resources required and identify potential risks and mitigations.	<ul style="list-style-type: none"> Provides work on time and to required standard. Plans a wide range of simple tasks or a small number of complex ones. Workload delivered within deadlines and to agreed standards.
Agility and Flexibility: Adapts and works effectively in different situations and able to carry out a range of tasks,	<ul style="list-style-type: none"> Reliable and flexible in response to work priorities, issues and pressures. Receptive and contributes to new ideas and approaches and adapts accordingly.

<i>Competency Descriptor</i>	<i>Expected Behaviour</i>
remaining calm and level headed under pressure. Remains positive and puts challenges in perspective.	<ul style="list-style-type: none"> Handles conflicting priorities and deals with the unexpected.

Changes to Job Description

From time to time it may be necessary to consider changes in the job description in response to the changing needs of the organisation and nature of our work environment– including changes to our annual plan. Such change may be initiated as necessary by the people leader of this Job and any changes will be discussed with the Job holder before being made. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance review cycle.

Agreed:

	<i>Employee</i>	<i>People Leader</i>
Signature		
Date		