

Business Services Administrator



Presbyterian Support
Central

enliven



Role specification

Role Title

Business Services Administrator

Business Unit

Business Services and Sustainability

Location

Central Hub

Reports to

Business Services Manager

Direct Reports

Nil

Purpose of the role

The Business Services Administrator plays a pivotal role in ensuring seamless operations for Presbyterian Support Central by delivering comprehensive administrative support across various business functions within the organisation.

This is a multi-functional role where your responsibilities extend from engagement with the Senior Leadership team, handling sensitive information through to coordinating and organising travel arrangements to managing catering for staff.

Operating within an administration Hub, the Business Services Administrator collaborates closely with team members, sharing workloads, and also taking ownership of specific portfolios. Your contribution is integral to maintaining a well organised, responsive and professional administrative environment which allows the organisation to fulfil its duties to our residents and clients.



Organisational overview

Presbyterian Support Central's (PSC) vision is of inclusive communities where people and families are safe, strong and connected. Our caring team is dedicated to providing person-centred, culturally responsive, caring and professional support to people from all walks of life. We are a not-for-profit organisation providing services in Taranaki, Whanganui, Horowhenua, Manawatu, Wairarapa and the greater Wellington region. PSC is one of seven autonomous regional Presbyterian Support organisations. Collectively we are one of Aotearoa New Zealand's largest not-for-profit health and social service providers

PSC's services for tamariki and their whānau are provided by Family Works, while our services for elders are provided by Enliven. Our Family Works services support children, young people, families and communities who have experienced trauma, family violence, separation, poverty, stress and anxiety, to have a safer and brighter future. Our Enliven services create age-friendly communities where people are happy and thrive, regardless of their age or ability. Our homes and villages are places where older people have companionship, choice, variety, fun, meaningful activity and a sense of purpose.

PSC is a charity incorporated under the Charitable Trusts Act 1957. While we operate as a separate entity to the Presbyterian Church, our name is a celebration of our beginnings, our heritage and the values we share.

Key Accountabilities

Delivery of administration support

- Support the Senior Management team as and when required, this can include proof reading, minuting taking, project work and any other administrative duties.
- Co-ordinating surveys across different business channels including staff and client satisfaction.
- Respond to and manage frontline internal and external enquiries
- Ensure any emails received via the generic mailbox or calls from the 0800 numbers are appropriately delegated / responded to.
- Build and maintain productive working relationships internally and externally.
- Provide support with the practical organization and arrangements for meetings, as required, such as room bookings, travel bookings, car parking, lunches etc
- Maintain good working relationship with PSC teams across all locations.
- Coordinate all communication to the wider organisation including the provision of a regular newsletters or communication.
- Processing invoices
- Monitoring staff Westpac pre-pay card reconciliations and topping up when required.
- Monitoring stock and distributing collateral to homes and offices



- Processing name badges and business cards
- Manage office supplies for Central Hub

Quality

- Proactively look for areas for continuous improvement within the administration processes.
- Working with the wider administration team to manage the policy review process, provide feedback and input into key policy documents, ensure they are written clearly and concisely and communicated appropriately. Help to maintain the policy register
- Ensuring all documents are formatted, proofread and follow designated style guidelines and meet a tone fitting with PSC ethos and brand
- Ensure all documents on the Intranet are up to date, links work and out of date documents removed

The following portfolios will be divided between the administrators

Enliven Administration

- Co-ordinate and assist in the development of annual calendars of meetings and events to support managers with the organisation of their regular meetings, where required ensure minutes are recorded appropriately and distributed, and action points monitored.
- Liaising with the Homes on upcoming Audits and Health Checks
- Manage the Enliven calendar
- Monitoring all communication to Enliven homes from the business
- Communication to relevant DHB's when required (section 31 reports etc)
- Monitoring annual contract reviews and contract variations
- Administrative support to the Enliven Clinical Director and Senior Enliven team.

Coordinating the operations of Shop Enliven

- Responding to Shop Enliven queries via the 0800 number or inbox
- Fulfilling customer orders
- Working with the General Manager BSS to achieve the outcomes of the Shop Enliven Business plan.
- Ensuring product descriptions and content on the Shop Enliven website is up to date in coordination with the Marketing Manager.

Fundraising Administration

- Monthly Bank reconciliations
- Donor Administration – receipting donors, processing donations over the phone, updating addresses/details, opening and processing post from donors.
- Supporting the Fundraiser in reporting when required.



- General database management updating grant application status on Gem and Fundraiser One, ensuring accurate data is entered into Fundraiser One and Donor and member details are correct.
- Donor communication/engagement Periodic calls to existing donors and members.
- Assisting the Fundraiser with campaigns as they arise.

Family Works Administrative Support

- Reporting on Family Works Contracts including Counselling in schools and the Ministry of Justice
- Working with the Family Works Managers to ensure accountability reports are completed on time.
- Monitoring annual contracts and contract variations.
- Pawa system administration
- Organising monthly team meetings, with agenda and minute taking.
- Supporting the Family Works Service Manager and wider Family Works teams

General HR Support

- Process Police vetting and ensure relevant legislation is met regarding re-checks.
- Load ACC forms for staff and ensure there is a record of incident reporting.
- Long Service Certificates and Badges
- Coordinating staff birthday gifts and cards
- Central Hub point of contact for Volunteers within Homes.
- Pao Administration
- Support for Health and Safety and Wellbeing initiatives.

Training Administration

- Monitoring Training agreements for Enliven Staff
- Uploading training certificates
- Monitoring the training inbox
- Support the Enliven Trainers with general administrative support.
- Regular meetings with Careerforce
- Ensure quality accurate training data is recorded.



Core Competencies



Customer Service

- Strives to provide excellent customer service across the business. Is visible, accessible, and approachable to management and staff – meets with people across the business and in different locations.
- Actively seeks input from clients and key stakeholders to identify their unique business needs, goals, opportunities and risks.
- Is responsive to client requests and queries, attends promptly to any concerns and resolves these where at all possible
- Aware of what sites and clients are saying - listens to and understands their needs.
- Ensures that client expectations are managed, and delivery capability clearly communicated.



Communication

- Practises active and attentive listening.
- Explains information and gives instructions in clear and simple terms.
- Willingly answers questions and concerns raised by others.
- Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged.
- Is confident and appropriately assertive in dealing with others.
- Deals effectively with conflict.



Relationship Management

- Actively attempts to identify client's unique business needs, goals, opportunities and risks.
- Actively seeks input from clients and key stakeholders to ascertain needs.
- Demonstrates thoughtfulness, courtesy, openness and respect for the organisation's clients and employees. Gains trust and confidence
- Establishes and sustains positive working relationships with people at all levels. This includes the development of networks, promoting the organisation's brand and purpose and seeking new ideas.
- Fosters an open, collective, mutually beneficial, and co-operative culture within the wider organisation.
- Ensures that client expectations are managed, and delivery capability clearly communicated.
- Attends promptly any client concerns and resolves these where at all possible.





Taking Responsibility

- Plans and organises work, allocating time to priority issues, meeting deadlines, and coping with the unexpected
- Adjusts work style and approach to fit in with requirements.
- Perseveres with tasks and achieves objectives despite obstacles.
- Is flexible in thinking and open to changes affecting role and condition.
- Is reliable - does what one says one will.
- Consistently performs tasks correctly - following PSC, Family Works and Enliven policy and procedures and protocols.



Teamwork

- Develops constructive professional working relationships.
- Has an open positive manner
- Is visible, accessible, and approachable to management and staff – meets people across the business in different locations.
- Works cooperatively - willingly sharing knowledge and expertise with colleagues.
- Shows flexibility - is willing to change work arrangements or take on extra tasks in the short term to help the service or team meet its commitments.
- Supports in word and action, decisions that have been made by the organisation.
- Understands the impact of own role, and how that directly or indirectly supports the work of wider team and organisation.



Quality and Innovation

- Sets high standards for self.
- Constantly looks for innovative ways to achieve greater levels of efficiency, cost-effectiveness and growth.
- Provides quality service to those who rely on one's work.
- Looks for ways to improve work processes - suggests new ideas and approaches.
- Explores and trials ideas and suggestions for improvement made by others.
- Shows commitment to continuous learning and performance development.



Person Specification

Qualifications

- Relevant tertiary qualification is desirable, but not essential
- A current full driver's license.

Experience

- Experience working with contracts and policies and working with detailed documents
- Experience of proof-reading documents for grammar and punctuation
- Experience working with at a senior management team, and having a large portfolio of senior managers to support
- Accurate keyboard skills, and excellent knowledge of MS Office
- Experience in managing the delivery of a customer service-oriented administration support function and managing employees who work within the function
- Experience within a social services environment ideal

Other

- Support will be required cover during periods of leave.
- Occasional travel within the Central region

Treaty of Waitangi

Presbyterian Support Central is committed to working in a multi-cultural way and affirms the place of Māori as Tangata Whenua and seeks to actively promote the spirit of equality and partnership inherent in the Treaty of Waitangi.



The role description will be reviewed regularly in order for it to continue to reflect the changing needs of the organisation. Any changes will be discussed with the position holder before being made. Annual objectives and performance measures will be set each year during the annual performance planning and development meeting.

I have read this job description and accept it.

Signed: Date:

Employee's Name: Date:

Office use only

Prepared by: (Name and Position) Date:

Approved by: (Name and Position) Date:

