

Position description

Position title : Office Administrator

Position type: Fixed term, 15 hours per week (13/10/26 – 26/11/27)

Location : Zealandia, 53 Waiapu Road, Karori

Supervisor: People, Capability and Culture Manager

Purpose of the role

This is an important support role for our volunteers, researchers, and staff at Zealandia. This position supports the smooth operation of the organisation by providing professional, welcoming, and efficient administrative support. The Office Administrator ensures that all interactions reflect Zealandia's values of care, respect, and environmental stewardship, while managing tasks that contribute to the overall effectiveness of the team. This role is key to fostering a positive employee experience and supporting internal coordination across departments. From time to time, they may also play a role as a key point of contact for people phoning Zealandia.

While this role comprises of a wide array of tasks and no two weeks will look the same, there are some key activities that need a systematic approach with real care. This includes ensuring accurate record keeping of training records to adhere to crucial health and safety requirements, tracking of policy review dates, ensuring our team has the uniforms they need (to stay safe, warm and are recognised) and ensure stationery and kitchen supplies are maintained. We are a large organisation with lots of moving parts, so you'll need to be very organised and creative to devise and maintain systems that work for everyone.

Like all members of staff at Zealandia Te Māra a Tāne, the person in this role will be expected to actively uphold the principles of Te Tiriti o Waitangi, maintain and promote exceptional health and safety, and support the maintenance of biosecurity in the sanctuary.

Organisation background

Zealandia Te Māra a Tāne is an organisation that cares for a 225-ha world class ecosanctuary in Wellington, New Zealand. We have a 500-year vision to restore a unique forested valley—Te Māra a Tāne. Zealandia's first generation of restoration effort has resulted in flourishing forests and the establishment of many native species, from hihi to tuatara. Looking forward, Zealandia Te Māra a Tāne's next generation is focused on '[Living with Nature—Tiaki Taiao, Tiaki Tangata](#)'. *"We connect people with our unique natural heritage and inspire actions that transform how people live with nature in our cities, towns and beyond."* This purpose is visible through our leading education, conservation, restoration, and engagement activities.

Zealandia Te Māra a Tāne is a not-for-profit organisation, and its conservation, restoration and outreach work is made possible by an award-winning sustainable business model. Funding currently

comes from visitors and tours, our café, memberships, grants, sponsorships, and donations. Every role in the organisation has some part to play in ensuring our 130,000+ visitors, 500+ volunteers and 15,000+ members are cared for and welcomed into the Zealandia Te Māra a Tāne community.

As an organisation we honour Te Tiriti o Waitangi and are on a journey towards learning how this plays out across our work as Tiriti partners. We accord value to te ao Māori (the Māori world), and support mana whenua to fulfil their role as kaitiaki. All staff are encouraged to build capacity and confidence across te ao Māori including te reo Māori me ōna tikanga, and Te Tiriti o Waitangi.

The Zealandia Te Māra a Tāne team

Zealandia Te Māra a Tāne is a medium size organisation, with around 100 people employed in different contexts. We have around 500 volunteers who support all our work. We pride ourselves on exceptional teamwork which is required from all staff, volunteers, and members. The dynamic nature of Zealandia Te Māra a Tāne means it is an incredible place to extend and challenge yourself, have real on-ground outcomes for conservation and community engagement, and to be part of a successful team.

Zealandia Te Māra a Tāne is managed by the Karori Sanctuary Trust. To find out more please go to www.visitZealandia.com/

About this position description

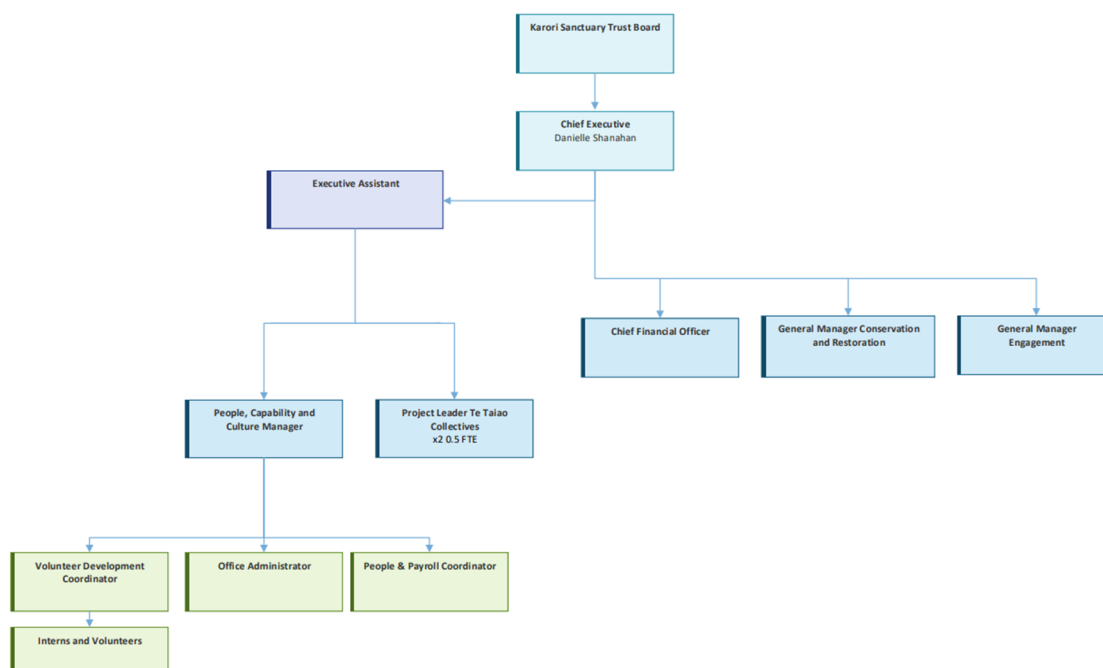
As the work and priorities of Zealandia Te Māra a Tāne change over time, so will the requirements of each of its staff. As such, this document is not intended to represent the role that the occupant will perform in perpetuity. This position description is intended to provide an overall view of the role and responsibilities as at the date of approval. The specifics of the role will be reviewed on a regular basis, and adjustments may be made to key responsibilities and accountabilities.

This position description details the minimum outcomes required for the position and for employment. Zealandia Te Māra a Tāne is a seven day per week operation. After-hours and weekend work will be required from time to time. A non-smoking policy is effective on sanctuary land, except for a designated smoking area.

The People, Capability, Culture and Administration team

This team is responsible for developing and delivering strategy to care for and enable Zealandia's team of staff and volunteers with the ultimate goal of achieving the 500-year vision of restoration for the sanctuary. The people in this team are collaborative, they see the value in a diverse and engaged workforce, and they understand the needs of people who engage with us in different ways.

The team is service focused and is a unifying force for our organisation. They enable others to become exceptional leaders of people. This team also looks after some fundamental needs for the organisation, in particular administrative support, policy review oversight.



Key responsibilities

1. General Administration & Office Support

- Oversee day-to-day administrative tasks and provide ad hoc support across corporate services.
- Manage office supplies (e.g. stationery, kitchen supplies, coffee/tea, security bin) and keep communal areas stocked and tidy.
- Support the coordination of ordering business cards, name badges, onboarding packs, and other supplies as required.
- From time-to-time answer phones and manage emails when the Visitor Centre desk is busy, ensuring timely and professional communication.
- Provide light diary/calendar management, including setting reminders.
- Support the People Capability and Culture Administrator as required with:
 - onboarding and offboarding processes;(including preparing first-day folders, issuing uniforms, collecting items at offboarding, and maintaining accurate records e.g. Staff phone list).
 - Coordinate and support employee experience events, celebrations, and milestones (e.g. staff/volunteer events, tenure and anniversary recognition, awareness weeks).
- Order, receipt in and distribute uniforms for employees and volunteers, maintaining a clear system for tracking, storage, and returns.
- Maintain accurate, confidential digital training records.
- Research, design, and manage systems for training record-keeping and compliance.

• Coordinate logistics for training sessions (e.g. First Aid courses, professional development courses, DEI training etc.), including bookings, calendar management, and resources. • Coordinate initiatives such as flu vaccinations and other wellbeing-related programmes. • Maintain systems to ensure key policy review dates and compliance activities are tracked and actioned. • Order and receive work-station equipment, for example, IT equipment, as and when requested. • Track issued keys to buildings and other locked areas
2. Mātauranga and te ao Māori
• Make an effort to learn appropriate pronunciation of te reo Māori and use it appropriately. • Champion the appropriate and respectful use of te reo Māori, tikanga, and mātauranga Māori within the team. • Engage in training opportunities that support upskilling as required, particularly in tikanga and te reo Māori.
3. Health and Safety
• All employees have a responsibility to work towards keeping a safe and healthy work environment by practising safe work methods, identifying workplace hazards, and using appropriate safety equipment. • Adhere to Zealandia Te Māra a Tāne's code of conduct to support a healthy, safe, and enjoyable work environment. • Ensure health and safety is addressed in day-to-day activities for all staff, volunteers and visitors working in People, Capability and Culture. • Ensure your workspace is a safe working environment through adherence to the Health and Safety at Work Act 2015 and implementation of Zealandia Te Māra a Tāne's policies on safety. • Promptly address any responsibilities assigned to your area by the Health and Safety.
4. Biosecurity
• We have a shared responsibility that the valley is maintained as an environment free of key animal and plant pests, allowing restoration progress to be made against the 500-year vision. • All employees must take Zealandia Te Māra a Tāne's biosecurity seriously, so the risk of accidental introductions is minimised. • Ensure all visitors and groups visiting with you adhere to biosecurity processes.

NOTE: the above responsibilities and expectations are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

Key relationships

Internal:

- Chief Executive
- SLT
- People, Capability & Culture Manager
- People & Payroll Coordinator
- Volunteer Development Coordinator

External:

- Key contractors and service providers
- Zealandia Te Māra a Tāne Members and visitors

Person specification

Qualifications and experience

- Previous experience in a receptionist, customer service, or administrative role
- Experience working in a not-for-profit, conservation, tourism, or education setting
- Familiar with IT systems such as booking software, or CRM tools

Personal Attributes

- Manaakitanga – Hospitality, kindness, and respect - this value reflects the importance of making people feel welcome, respected, and cared for. It encourages empathy in every interaction.
- Whanaungatanga – Building relationships and connection - fostering a sense of connection
- Kaitiakitanga – Guardianship and stewardship - this value can extend to caring for people and organisational spaces and by helping protect the wellbeing of visitors and staff.
- Aroha – Compassion and empathy supports emotional intelligence and the ability to respond thoughtfully to diverse needs
- Excellent communication and interpersonal skills – both verbal and written, for interacting with employees, volunteers, and service providers.
- Strong organisational and time management skills – to juggle multiple tasks efficiently.
- Customer service experience – ideally in a public-facing or community-focused setting.
- Proficiency in Microsoft Office Suite – comfortable using booking systems, email, phone systems, and basic office software.
- Problem-solving ability – solution mindset and able to resolve minor issues independently.
- Team collaboration – works well with others and supports cross-functional coordination.
- Attention to detail and accuracy
- Ability to work independently and as part of a team
- Discretion and confidentiality

Current: September 2026