



Position Description

Office Administrator

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Commercial in Confidence

catalyst 
Freedom to innovate

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1 Office Administrator

Department: Auckland – Corporate Services

Reports to: GM Auckland

Location: Auckland

Direct reports: None

Competency level: Any

1.1 About the role

As an administrative member of the Catalyst team, you will be an active participant in the smooth running of the Auckland office, as well as participating in the client relationship life cycle, including taking phone calls, writing emails, event and meeting management and generally assisting with administrative tasks as needed.

1.2 What you are accountable for

1. Ensuring the smooth day-to-day running of the office by:

Accountable for	Successful when
• Greeting, assisting and/ or directing clients, visitors and the general public. • Arranging and managing travel and accommodation bookings. • Collecting and distributing mail, signing for couriers and liaising with couriers for collection. • Replenishing kitchen supplies and coffee facilities, ensuring tea and coffee is provided for meetings and events. • Organising catering when required. • Co-ordinating meetings and workshops, including room bookings. • Maintaining all office equipment and keeping it in good running order. • Planning, organising and running	• Clients and visitors are greeted promptly, directed accurately, and respond positively to their experience. • Bookings are accurate, cost-effective, and confirmed well ahead of travel dates. • Mail and courier items are processed daily. • Kitchen supplies are consistently stocked and refreshments provided for meetings/events. • Catering is ordered accurately and suits the occasion and dietary requirements. • All attendees are informed of the time and place, and rooms are booked. • Equipment faults are identified and resolved quickly, with minimal

Accountable for	Successful when
events for clients and staff. • Support the sales and marketing function as needed. • Liaising with staff in other Catalyst offices. • Organising suppliers and tradespeople as necessary to arrange repairs or replacement equipment as necessary. • Liaising with the building manager and passing on pertinent information. • Contributing to initiatives that improve the working environment • Ensuring office Sustainability and Health & Safety requirements are met	disruption to staff. • Events run smoothly, meet their objectives, and receive positive feedback from attendees. • Sales and marketing requests are actioned promptly and support team objectives. • Communication with other offices is clear, timely, and strengthens cross-office coordination. • Repairs and replacements are arranged promptly, with minimal downtime and within budget. • Relevant information is passed on promptly and building-related issues are resolved efficiently. • The office runs smoothly and efficiently, and team members report positively on your work. • The office, including kitchen facilities, is maintained and kept neat and tidy, and H&S/sustainability standards are consistently met.

2. Maintaining strong and professional communications with clients and other Catalyst employees.

Accountable for	Successful when
• Supporting management and other team members with document production as required. • Maintaining effective lines of	• Confidentiality is maintained at all times. • Work is completed to agreed timeframes.

Accountable for	Successful when
communication to employees, other team members and clients. - Ensuring tidy and professional presentation when meeting with clients. - Your time-sheets are completed daily in our Work Request Management System (WRMS)	- Both verbal and written communications are clear, concise and accurate. - Client, manager and other team members provide positive feedback on communication style. - Jobholder models appropriate behaviour that represents Catalyst and Catalyst's values in all external engagements. - Both clients and Catalyst employees are communicated with in a fair, honest and open way.

1.3 Key Competencies

- **Customer focused:** Excellent manner when dealing with people on the phone and in person, building rapport with clients and a relationship of mutual trust and understanding.
- **Communicates effectively:** Clear, effective written and verbal communication style.
- **Proactive:** Demonstrates initiative.
- **Organised:** Strong attention to detail and time management skills.
- **Manages workload:** Able to multi-task and prioritise workload with minimal supervision.
- **Friendly and outgoing:** Positive, personable manner with others.
- **Adaptable and reliable:** Remains calm under pressure.
- Commitment to te ao Māori values and Catalyst's support for Te Tiriti o Waitangi.
- Interest in technology desirable but not essential