

# RAUKAWA CHARITABLE TRUST (RCT)

## Position Description

<b>POSITION TITLE</b>	<b>Casual kaimahi– Aka Tauwhiro</b>
<b>LOCATION</b>	Tokoroa, and Raukawa rohe
<b>REPORTS TO</b>	Business Services Team Leader
<b>PURPOSE OF POSITION</b>	To provide professional, flexible, and reliable reception, administration, and basic vehicle grooming support within the Tokoroa office. This casual role ensures continuity of key front-of-house and operational services when kaimahi are away or during busy periods. From time to time, this role may be based at Putaruru tari.
<b>VISION</b>	<b>Raukawa kia mau, kia ora</b> - A thriving Raukawa iwi.
<b>RCT MISSION</b>	To deliver outstanding cultural, social and environmental outcomes to ngā uri o Te Poari Matua o Raukawa.
<b>VALUES</b>	<b>Tika</b> – working with integrity <b>Pono</b> – working toward the vision/genuine intent <b>Aroha</b> – compassion and regard for others

### REPORTING STRUCTURE



### DIRECT REPORTS

- Nil

### RELATIONSHIPS

#### Internal

- Aka Tauwhiro team
- All Raukawa kaimahi

#### External

- Suppliers
- Manuhiri/visitors
- Key Stakeholders

### AUTHORITIES

- Nil

<b>KEY ACCOUNTABILITY</b>	<b>DUTIES AND RESPONSIBILITIES</b>
<b>Reception &amp; Front-Desk Support</b>	<ul style="list-style-type: none"> <li>• Act as the first point of contact for manuhiri, providing a warm, professional, and culturally appropriate welcome.</li> </ul>

KEY ACCOUNTABILITY	DUTIES AND RESPONSIBILITIES
	<ul style="list-style-type: none"> <li>• Answer incoming calls, respond to queries, take messages, and direct calls to appropriate kaimahi.</li> <li>• Maintain a clean, tidy, and welcoming reception and foyer area.</li> <li>• Manage incoming and outgoing mail and courier items.</li> <li>• Follow opening and closing procedures, including basic security tasks.</li> </ul>
<b>Office &amp; Administration Support</b>	<ul style="list-style-type: none"> <li>• Provide general administrative support to office teams as required.</li> <li>• Assist with room bookings, hui set-ups, and pack-downs.</li> <li>• Support basic office tasks such as filing, document preparation, updating contact lists, and replenishing supplies.</li> <li>• Assist with photocopying/printing tasks and resource preparation.</li> <li>• Liaise with relevant kaimahi regarding maintenance issues or equipment needs.</li> </ul>
<b>Vehicle Grooming &amp; Fleet Support</b>	<ul style="list-style-type: none"> <li>• Perform basic interior and exterior vehicle grooming tasks such as vacuuming, wiping, and washing vehicles to maintain a tidy standard.</li> <li>• Help maintain an organised parking layout for the fleet.</li> <li>• Inspect and report any damage or issues with fleet vehicles.</li> <li>• Support fleet administrator to ensure accurate recording of grooming tasks, supplies, or vehicle checks and servicing carried out as required.</li> <li>• Use RCT-approved products safely and appropriately.</li> </ul>
<b>Customer Service &amp; Stakeholder Interaction</b>	<ul style="list-style-type: none"> <li>• Interact professionally with visitors, suppliers, community organisations, and internal staff.</li> <li>• Provide accurate information or refer queries to the relevant kaimahi.</li> <li>• Maintain confidentiality and uphold the values of the Raukawa Charitable Trust in all interactions.</li> </ul>
<b>Team Support</b>	<ul style="list-style-type: none"> <li>• Contribute positively to a supportive team environment.</li> <li>• Provide cover for team members when required.</li> <li>• Participate in training and development relevant to the role.</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Comply with Raukawa Charitable Trust Health &amp; Safety policies, procedures and systems.</li> <li>• Ensure that work is undertaken safely at all times and encourage others to do the same.</li> <li>• Report hazards and accidents.</li> <li>• Take initiative to fix hazards.</li> <li>• Promote a positive Health &amp; Safety culture in the workplace.</li> <li>• Assist with emergency evacuation process</li> </ul>

KEY ACCOUNTABILITY	DUTIES AND RESPONSIBILITIES
Additional Tasks	<ul style="list-style-type: none"> <li>Carry out any other duties that can reasonably be requested from time to time within the framework of this position and the skills, training and experience of the incumbent.</li> </ul>

POSITION REQUIREMENTS
<b>OTHER ATTRIBUTES AND SKILLS</b> <ul style="list-style-type: none"> <li>Strong customer service skills with a friendly, professional manner.</li> <li>Reliable, flexible, and able to work on short notice.</li> <li>Good communication skills—verbal, written, or using alternative communication devices.</li> <li>Ability to work independently and manage tasks with minimal supervision.</li> <li>Comfortable performing physical tasks such as light lifting, bending, or standing for periods of time.</li> <li>Strong attention to detail and good self-management.</li> <li>Ability to prioritise tasks and remain calm under pressure.</li> <li>High level of integrity, confidentiality, and respect.</li> <li>Awareness of tikanga Māori and comfort working in a kaupapa Māori environment.</li> </ul> <b>QUALIFICATIONS AND EXPERIENCE</b> <ul style="list-style-type: none"> <li>Previous reception or office administration experience preferred.</li> <li>Full NZ driver licence</li> <li>Understanding of te reo Māori an advantage, but not essential.</li> <li>Experience working with iwi or community organisations desirable.</li> </ul>
JOB DESCRIPTION UPDATED
Date: December 2025
SIGNATURES

On behalf of Raukawa Charitable Trust:

\_\_\_\_\_  
(Signature)

\_\_\_\_/\_\_\_\_/\_\_\_\_\_  
(Date)

Employee:

\_\_\_\_\_  
(Signature)

\_\_\_\_/\_\_\_\_/\_\_\_\_\_  
(Date)