

RAUKAWA CHARITABLE TRUST (RCT)

Position Description

POSITION TITLE	Casual kaimahi– Aka Tauwhiro
LOCATION	Tokoroa, and Raukawa rohe
REPORTS TO	Business Services Team Leader
PURPOSE OF POSITION	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.
VISION	Raukawa kia mau, kia ora - A thriving Raukawa iwi.
RCT MISSION	To deliver outstanding cultural, social and environmental outcomes to ngā uri o Te Poari Matua o Raukawa.
VALUES	Tika – working with integrity Pono – working toward the vision/genuine intent Aroha – 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

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

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

KEY ACCOUNTABILITY	DUTIES AND RESPONSIBILITIES
Additional Tasks	<ul style="list-style-type: none">• 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.

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

On behalf of Raukawa Charitable Trust:

(Signature)

/ /
(Date)

Employee:

(Signature)

/ /
(Date)