



# Good governance for a strong Aotearoa New Zealand

## Office and Finance Administrator

### Position description | He kōrero mō te tūranga

**Reports to:** Chief Financial and Technology Officer

**Location:** Institute of Directors, Wellington

**Job dimension:** Full-time / Permanent

**Direct reports:** Nil

#### About us | Mō mātou

The Institute of Directors is the professional body for directors and is at the heart of New Zealand's governance community. We believe good governance has the power to positively transform organisations, business and communities for the benefit of Aotearoa New Zealander.

We are driven by our purpose to support and enable directors and those in governance to add value to their organisations and wider communities. We do this by connecting them through our 10,500 strong member network; developing and providing governance resources, insights, training and professional development; supporting director and board effectiveness through our board services; and research, advocacy and thought leadership to set and improve the standards of governance.

#### Our values | Ā mātou uara

Māiatanga | Courage

We are bold and have the courage to do the right thing.

Manaakitanga | Support

We are welcoming and show respect for each other.

Kaitiakitanga | Stewardship

We take responsibility of care.

Whakatautetanga | Individual

We respect the value each individual brings.

He pukenga wai | Learners for Life

We seek to learn and share our knowledge.

#### Position purpose | Te aronga o te tūranga

The Finance and Office Administrator plays a crucial role in creating a welcoming, professional, and efficient environment within our Wellington office. It serves as the primary point of contact for our members and visitors, ensures the smooth daily operations of our office, and promptly processes and pays all our supplier invoices.

#### Key Responsibilities | Ngā haepapa matua

##### Office management and reception

- Extend a warm and respectful welcome to all visitors.
- Respond promptly to enquiries via telephone, email, or letter – or redirect to an appropriate staff member if the answer is unknown.
- Keep all Wellington shared spaces and meeting rooms clean, tidy, and presentable for use.
- Coordinate meeting catering, including setup, food heating, and coffee preparation for guests.
- Ensures efficient operation of our Wellington office by:

Māiatanga |  
Courage

Manaakitanga |  
Support

Whakatautetanga |  
Individual

Kaitiakitanga |  
Stewardship

He pukenga wai |  
Learners for Life

- Handling outgoing/incoming mail and couriers.
- Keeping the printer/photocopier stocked and arranging service when needed.
- Contacting the landlord promptly for any office maintenance issues.
- Keeping our kitchen facilities clean and ready for staff.
- Ensuring office consumables are well stocked (e.g. coffee, tea, milk, stationery etc).
- Providing feedback to our cleaners to ensure standards are maintained.
- Provide general administrative support to teams as required.

**Accounts payable and finance activities**

- Process supplier invoices efficiently by ensuring accurate entry, correct general ledger coding, and timely payment according to our standard payment terms.
- Always confirm changes to supplier bank account details directly with the supplier to protect against cyber-fraud.
- Accurately process credit card payments for membership renewals, courses and events made over the phone.
- Assist with the reconciliation of bank statements in the absence of the Assistant Accountant, ensuring the continuity and accuracy of financial record-keeping processes.

**Member and customer support**

- Respond to and resolve incoming member and customer queries, including:
  - First level support for member and customer enquiries.
  - Updating member records in our database.
  - Proactive activation calls, assisting with password reset requests etc
- Support the Membership teams with:
  - Preparation and shipping of members’ packs and certificates e.g. Chartered Member certificates to branch managers, or training packs as requested
  - creating shipping labels for new member packs
  - enquiries regarding course information, pricing, availability etc

**General**

- Contribute to a dynamic, high-performing and inclusive ‘one IoD team’ culture that provides delivering clear value for our members and customers.
- Prioritise the health, safety and wellbeing of yourself, our staff and visitors.
- Work in a way that is aligned to and champions the Institute of Directors values.
- Undertake such other activities as are reasonably required to carry out the functions of the position.

**Key Relationships | Ngā hononga matua**

Internal	External
<ul style="list-style-type: none"> <li>● All staff</li> <li>● Corporate Services Team</li> <li>● Membership Team</li> </ul>	<ul style="list-style-type: none"> <li>● Members and customers</li> <li>● Suppliers (e.g. cleaners, stationery, couriers)</li> </ul>

## Person Specification | Mōu ake

### Experience

- Appropriate qualification in business administration, and/or equivalent professional experience.
- At least three years working experience in a professional business environment in an administrative or finance role.
- Efficient organisational skills to prioritise work and situations.
- Accurate with a high level of attention to detail.
- Previous Accounts Payable experience would be an advantage.
- Proficient in Microsoft Office, including Outlook, Excel, and Word, for office tasks.

### Required skills

- A self-starter with a 'can do' attitude who loves providing fantastic support.
- Friendly and welcoming who understands the importance of exceptional customer service.
- High personal standards.
- A collaborative, proactive team member with the ability to work effectively as part of a small team.
- Manages own time effectively and can work independently.
- Actively promote our values.
- Proactive and solutions-focused; approaches challenges and challenging situations with positivity.
- Able to prioritise and manage conflicting demands to achieve tasks in a timely manner.

## Key Competencies | Ngā tohungatanga matua

### We hold ourselves to high standards

**We build our technical knowledge** and stay up-to-date on things that impact our roles and our team.

**We aim high**, deliver quality work and bring our best every day.

**We set challenging goals** that impact and support our purpose and lift our performance and add value.

**We use our values and good judgement to** guide our decisions and actions.

**We do what we say we will** and don't let others down.

**We speak up** for what's right.

**We know our limits** and when to ask for support.

**We admit our mistakes** and own our actions when we get it wrong.

**We seek out feedback** and use this to learn and improve.

### We develop ourselves

**We commit to our own development** and professional practice.

**We lift our cultural competence**, understanding, behaviours towards and attitudes of Māori and their culture, as the indigenous people of Aotearoa New Zealand.

**We are curious**, openminded and willing to change our minds.

**We learn through experimentation**, success, failure and mistakes.

**We are generous with our knowledge** and are students *and* teachers every day.

**We are OK being outside our comfort zone** as we know that's where learning happens.

**We are self-aware** and reflect on the impact of our actions.

### **We put our members and customers first**

**We always act for the good of the IoD** and our purpose to positively transform governance.

**We build good relationships** with our members and our customers to gain their respect and trust.

**We go the extra mile** for our members and our customers - both inside and outside the organisation.

**We care about the impact of our own work** on our members and customers and we do our best for them.

**We monitor member and customer satisfaction** and focus on fixing what's not working and improving their experience.

**We see things from our members' and customers' perspectives** and design services and create solutions that meet their needs.

### **We value team work and collaboration**

**We are welcoming and respectful to all** regardless of culture, beliefs, lifestyle, position, gender, sexual orientation, or ability.

**We bring team spirit** and believe that together is better.

**We participate actively**, positively and constructively.

**We back each other up** and support our team mates and colleagues.

**We offer up ideas and solutions** that improve or benefit the team.

**We share responsibility** and recognise the good work that others do.

**We value the strengths and diversity** of thought and experience in the team.

**We face up to conflict in a healthy way** and focus on the issue, not the person.

### **We are outcomes focused**

**We strive for excellence** and look for better ways to do things.

**We harness technology** to drive continuous innovation, improvement and efficiencies.

**We understand our financial drivers** and commercial environment and make decisions that positively impact this.

**We are adaptable** and can refocus our work and our energy to what's most important.

**We think outside the box**, bringing creative ideas and solutions to problems.

**We push ourselves forward** and show persistence.

**We build resilience** to bounce back from setbacks.

**We way up the future impacts** of actions and decisions and take calculated risks.

## **Authority | Rangatiratanga**

The Office and Finance Administrator has the authority to make decisions and carry out actions in all matters related to the responsibilities and deliverables of the position consistent with budget approvals.

## **Amendments to the responsibilities | He whakahounga ki ngā haepapa**

The responsibilities of this position are expected to change over time as the IoD responds to the changing environment and commercial demands and requirements. This position description will be updated as required to reflect these changes. The incumbent will need the flexibility to adapt and develop as the environment evolves.

## **Dated**

March 2026