



Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

Centre Administrator, Auckland

National Library, Information and Knowledge Services

The Centre Administrator, Auckland will be responsible for supporting onsite operations in the Auckland centre, ensuring customer and visitor experiences are welcoming and that administration responsibilities are carried out professionally and to a high standard.

The Centre Administrator Auckland will provide administration support for the Reading Services and Online Services teams nationally.

The Centre Administrator, Auckland will be a valued team member who positively contributes to achieving results to support the achievement of our vision that young people have access to effective and connected library services that support their development as readers and digitally literate learners.

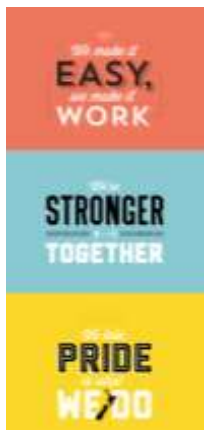
- **Reporting to:** National Manager Reading Services for Schools
- **Location:** Auckland
- **Salary range:** Business Support, band D

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles



We make it easy, we make it work

- Customer centred
- Make things even better

We're stronger together

- Work as a team
- Value each other

We take pride in what we do

- Make a positive difference
- Strive for excellence

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

What you will do to contribute	As a result we will see
<p>Administrative Support</p> <ul style="list-style-type: none"> • Provision of reception duties for the Auckland centre, ensuring all visitors receive a warm welcome upon arrival and receive a positive customer service experience • Provision of day to day administrative support for the Auckland centre; including oversight of supplies, requisitions and coordination of property and security procedures • Provide finance administration support, travel and accommodation bookings for the Reading Services and Online Services teams nationally • Provision of administration support for the Christchurch team as appropriate • Provide assistance with centre based event management and venue support • Collaboration with Senior Assistant Reading Services and Assistant Reading Services to provide a seamless co-ordination of visitor experiences, property and security procedures at the Auckland centre • Collaborate with the National Administration Coordinator, PA to Director LLPP and National Programme Coordinator providing support and assistance across the team to ensure flexibility and coverage at all times • Participate as a member of the National Library Pan Library Admin group 	<ul style="list-style-type: none"> • High quality frontline customer experiences are provided, and positive feedback is received • Administrative processes and procedures are carried out to a high standard and in a timely manner, receiving positive feedback • A skilled administration team, working together to provide high quality support
<p>Performance</p> <ul style="list-style-type: none"> • Develop and maintain own knowledge and awareness of the services provided by the Auckland Centre and the key people who deliver those services • Develop and maintain up to date knowledge of administrative processes and procedures used by the department • Commitment to the Services to Schools strategic goals by actively supporting the development and implementation of the new service delivery model • Actively participate as action researchers to find innovative solutions for service improvement 	<ul style="list-style-type: none"> • Seen as a highly engaged team member that is recognised for expertise and capability • Identifies and acts on opportunities to improve service and support to customers • Confident and capable in working with diverse groups • Seen as an active learner, who builds the skills and works with others to find innovative solutions for service improvement

What you will do to contribute	As a result we will see
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> • Take responsibility for keeping self free from harm • Follow safe working procedures • Report incidents and hazards promptly and suggest remedies where appropriate • Know what to do in the event of an emergency • Co-operate in implementing rehabilitation plan 	<ul style="list-style-type: none"> • Health and safety guidelines are followed

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Services to Schools managers and staff		✓		✓		✓
	Wider IKS and DIA support teams (Finance, Property, etc)				✓		✓
	Pan library admin group		✓		✓		
External	Suppliers (travel, security, etc)				✓		✓
	Customers and visitors				✓		✓

Your success profile for this role	What you will bring specifically
<p>At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is Valued Contributor.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Customer Focus • Continuous improvement • Teamwork and peer relationships • Action oriented • Self-development and learning • Functional and technical skills 	<p>Experience:</p> <ul style="list-style-type: none"> • Proven experience in an administrative/support role • Proven experience in current financial administration and business processes as applied in government agencies • Experience in business correspondence • Ability to work with minimal supervision • Attention to detail and a high degree of accuracy <p>Knowledge:</p> <ul style="list-style-type: none"> • Has up to date knowledge of business and administration systems and procedures • Understanding of Services to Schools context • Knowledge of New Zealand schooling system and structures <p>Skills:</p> <ul style="list-style-type: none"> • Intermediate level business and financial systems skills • Business computing skills, • Information management skills • Planning and organising skills

Your success profile for this role	What you will bring specifically
	<ul style="list-style-type: none"><li data-bbox="820 215 1369 293">• Good written and oral communication skills. <p data-bbox="820 304 1094 338">Other requirements:</p> <ul style="list-style-type: none"><li data-bbox="820 349 1414 427">• Relevant qualifications appropriate to the role