



## POSITION DESCRIPTION

### (Executive Administrator, Mokopuna Ora)

#### VISION

All Waikato iwi mokopuna will realise their whakapapa connections and thrive in a safe and nurturing whaanau environment.

#### MISSION

Creating pathways for Waikato iwi mokopuna and whaanau to maintain their connection to iwi and achieve mana motuhake.

## WHO ARE WE?

In 2015, Mokopuna Ora was formed under the auspices of the strategic partnership between Waikato-Tainui and Oranga Tamariki (formerly CYFS). The partnership was driven by the Tribe's belief that a collaborative approach is best placed to deliver positive outcomes for mokopuna and whaanau and address the high number of iwi Maaori mokopuna in care.

Mokopuna Ora is a kaupapa Maaori strengths-based and whaanau-led model of care. Supporting whaanau and mokopuna to navigate the complex childcare and protection system within Aotearoa and reducing the number of Waikato-Tainui mokopuna entering the care system. By empowering whaanau to take the necessary steps needed, whaanau are able to provide a safe and loving home for their mokopuna. In situations where mokopuna are unable to be cared for by their whaanau, hapuu, or iwi, they remain connected to their whakapapa and cultural identity.

Mokopuna Ora geographical areas of work are located in areas with the highest number of Waikato-Tainui whaanau involved with Oranga Tamariki. The Mokopuna Ora service extends beyond just Waikato-Tainui whaanau to include any Maaori who are based in these geographical areas.



## WHO ARE YOUR TEAM? TOU ROOPU

<b>Role</b>	Executive Administrator – Mokopuna Ora
<b>Geographical Base</b>	Waikato-Tainui/Mokopuna Ora Offices
<b>Reporting To</b>	Operations Manager (OM) – Mokopuna Ora
<b>Functional Relationship</b>	Programme Director (PD) – Mokopuna Ora
<b>Direct Reports</b>	0
<b>Nature and Term</b>	Fixed Term, Full-Time, 37.5 hours per week
<b>Internal Relationships</b>	<ul style="list-style-type: none"><li>• Mokopuna Ora Team and project advisors</li><li>• Mokopuna Ora whaanau involved in statutory care and protection system</li><li>• Waikato-Tainui marae</li><li>• Advisory Committees including Kaumaatua Roopu</li><li>• All kaimahi across the Waikato-Tainui Group including similar roles and EA functions</li></ul>
<b>External relationships</b>	<ul style="list-style-type: none"><li>• Oranga Tamariki</li><li>• Iwi Maaori / Maaori stakeholders and providers across multiple sectors that impact the statutory care and protection system</li><li>• Maaori, Non-Governmental and Governmental social service providers and agencies</li><li>• Key partners, advisors and stakeholders</li></ul>



## VALUES IN ACTION – NGAĀ TIKANGA

Waikato-Tainui have a clear set of values which reflect and embrace tribal values. In action in a workplace setting, we expect our staff to embody them as follows:

Values	Reflected in the following behaviours:
<b>Aroha (Love/Respect)</b>	Develops strong ties and respect across Waikato by showing high levels of integrity and upholding the mana of our history. Puts others at ease, understanding their needs and communicating ideas in an effective manner to continually 'do the right thing'.
<b>Whakaiti (Humility)</b>	Respects the views of others, including the wider iwi through asking for, listening to and considering the views of those they interact with so that we learn from our past to better shape our future. Prioritises the kaupapa by not putting themselves or their opinions ahead of others.
<b>Kotahitanga (Unity)</b>	Recognises and respects our diversity and the strength this creates by demonstrating awareness and sensitivities of others. Is part of the solution by creating the right environment that helps us to act in unified fashion
<b>Whakapono (Trust/Faith)</b>	Strong Kiingitanga affiliation demonstrated by their knowledge/ skills positively, treating colleagues, clients and the public with courtesy, sensitivity and integrity to build trust
<b>Manaakitanga (Caring)</b>	Supports others through constructive, positive behaviours and productive and positive two-way communications so that we help each other to succeed and as a result enhance the achievements of the tribe
<b>Mahitahi (Collaboration)</b>	Demonstrates a willingness to work together and empower others to collaborate while being open to new ideas and perspectives. Helps to create a change resilient, outcomes focused, culture of excellence.
<b>Rangimarie (Peace/Calm)</b>	Comfortable with ourselves while also being open to feedback, guidance and support from others. Projects a calm, open-minded and reasoned manner when dealing with the demands put on us and the challenge this may create



## PRIMARY FOCUS OF THIS ROLE – TE AROTAHI MAATUA

This role will focus on enhancing the effectiveness of Mokopuna Ora and senior managers by providing high quality executive administration support in the form of collating information, managing appointments and schedules, completing assigned projects, while demonstrating diplomacy when engaging manuwhiri, key stakeholders.

The Executive Administrator has a key responsibility to deliver secretarial and executive administrative support to the Operations Manager (OM) and Programme Director (PD) of Mokopuna Ora and wider team. Ultimately, ensuring that Mokopuna Ora have the appropriate support, procedures, policies, and systems that align with Waikato-Tainui and drive effective team performance.

While this role will perform many of the day-to-day functions of a traditional administrator, as a senior role and critical support to the team, this role will need to draw on previous experience and technical expertise to execute the full suite of responsibilities below. A sound working knowledge of the Privacy Act 2020 is required to ensure a high level of confidentiality and working knowledge of the Privacy Act 2020.

## KEY ACCOUNTABILITIES – NGA MAHI MAATUA

### Leading Self – Results Orientation

- Administration tasks and responsibilities:
  - Provide effective diary and email management, managing scheduling conflicts and maintaining open and transparent communication with relevant parties
  - Raise purchase orders, check and process accounts for the OM and PD
  - Meet and greet manuwhiri, showing manaakitanga and performing necessary screening activities
  - Screen inwards correspondence, and communications, to the OM and PD – identify and act on issues
  - Coordinate staff meetings as determined by the OM and PD, including preparation of agenda
  - Liaise with external stakeholders, as appropriate, to support the OM and PD
  - Utilising and improving filing systems, maintaining accurate and tidy records
  - Take minutes of team meetings and distribute within the agreed timeframes, maintain active register of actions and following up on completion where needed
  - Locate relevant background material, briefing reports, profiles and information in preparation for meetings
  - Prepare and collate meeting documents, presentations and other material as appropriate
  - Arrange travel (flights, taxis, rental cars and accommodation) for the Mokopuna Ora team
  - Arrange and organise functions, meetings, and workshops including, venues, catering and invitations



	<ul style="list-style-type: none"> <li>• Executive tasks and responsibilities: <ul style="list-style-type: none"> <li>○ Reviewing systems and processes and identifying improvements, preparing solutions as needed</li> <li>○ Development of relevant Standard Operating Procedures (SOPs) and relevant policies needed unique for Mokopuna Ora</li> <li>○ Regular engagement with Waikato-Tainui Executive Administration function and business support services to ensure alignment across Waikato-Tainui Group</li> <li>○ Ensuring compliance of business services for Mokopuna Ora and general adherence to Oranga Tamariki and Waikato-Tainui Group policy</li> <li>○ Strong stakeholder management to perform needs analysis, manage feedback, and promoting buy-in</li> <li>○ Maintain professional and technical knowledge by attending workshops, reviewing professional publications, establishing personal networks and participating in relevant professional forums</li> <li>○ Assisting with the implementation and rollout of team projects and plans, bringing in the relevant stakeholders and reporting back to Mokopuna Ora OM and PD where needed</li> <li>○ A sound working knowledge of the Principles of the Privacy Act 2020, to ensure personal information is kept confidential and confidence is maintained to protect Waikato-Tainui</li> </ul> </li> <li>• While this is not an exhaustive list, other tasks may be required by the manager in relation to the above</li> </ul>
<b>Being part of the Team</b>	<ul style="list-style-type: none"> <li>• Help support the culture of an engaged team that is aligned to Mokopuna Ora values, where robust debate, diversity, cohesion, supportiveness, and working effectively together is fostered to enable each of the team to succeed</li> <li>• Remain focused on the requirements of your role, working with your manager to ensure you are meeting performance expectations while also taking an agile approach to your work by being prepared to evolve what you do to meet the changing needs of whaanau and other customers (whether internal or external)</li> <li>• Support other members of the team to complete the requirements of their jobs and goals</li> <li>• Appropriately communicate with other members of the team, whether in meetings, one-on-one meetings, emails, and regular interpersonal communication</li> <li>• Demonstrate recognition of the efforts of your team members and/ or concern for them where necessary</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Undertake all work in a safe manner and follow all company and workplace health and safety procedures</li> <li>• Identify new hazards and advise manager or workplace H&amp;S representative/co-ordinator within 24 hours of identification.</li> <li>• Accurately report incidents and accidents to manager or workplace H&amp;S representative/co-ordinator as soon as possible</li> </ul>



- Ensure a sound understanding of, demonstrate commitment to and comply with all Mokopuna Ora policies relevant to your role

## EXPERIENCE – NGAA PUUKENGA

- **Action Orientated** - Ensures completion of work and tasks, despite challenges, low interest and resistance from others. Perseveres to enable task completion
- **'Customer' focus** - Is active in ensuring the customer's (whether internal or external) stated needs are met and satisfied
- **Flexibility** - Is open to change and adapts easily to new work demands and working conditions
- **Interpersonal Savvy** - Initiates contact with others, builds rapport and understanding through communication skills, listening and showing respect
- **Problem Solving** - Identifies day-to-day as well as more complex workplace problems and finds appropriate solutions
- **Team Enhancement** - Takes an active role in the team, contributing ideas and encouraging others. Contributes towards team objectives
- **Waikato-Tainui Context** – In-depth knowledge of Te Whakakitenga o Waikato, Waikato-Tainui and our marae communities. A strong awareness of and affinity for the needs and aspirations of Waikato-Tainui whaanau
- **Public Sector Context** – Working knowledge of public sector and government policies and processes, particularly to do with child protection and system care

## QUALIFICATIONS – NGAA TOHU MAATAURANGA

- Superior ability to compose memos, correspondence, agreements, and other professional documents. Varies level of detail to accommodate the differing needs of management;
- A proven track record of experience and achievement as a Senior Executive Administrator in a medium and/or large organisation;
- Highly competent at time management and organisational skills especially with organising senior executives and multiple calendars;
- Proven ability to create compelling presentations for a variety of audiences using visual aids, slide shows and other media;
- Proven track record of building productive working relationships;
- Significant experience and proficiency covering the Microsoft Office suite of applications;
- Experience prioritising and managing workflows, able to adapt and demonstrate agility in responding to changes in priorities;
- Demonstrated awareness and sensitivity to operating environment of senior management, maintaining a high degree of confidentiality;



- Knowledge of and practice in managing health and safety in the workplace systems and processes;
- Knowledge of information management systems;
- Ability to communicate effectively, verbal and written, with a diverse range of audiences both internal and external to the organisation;
- Highly proficient with written communication skills, ability to draft professional reporting documents, SOPs and policies
- Sound knowledge of Waikato-Tainui and proficiency or developing proficiency in te reo Maaori

**Disclaimer**

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

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**General Manager, Oranga**

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**Executive Administrator, Mokopuna Ora**

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**Date**

This position description serves to provide an overview of the primary responsibilities inherent in this role. It also provides a summary of how this position collaborates with other roles within the Mokopuna Ora Team. It is acknowledged that in order to remain current, regular amendments will be required. This is to be co-ordinated in association with the relevant Managers.

This document will be supported by the development of a performance agreement which will be drafted by the incumbent in association with their Manager to provide clear goals and objectives, against which individual performance will be managed.

