

WELLSTOP

JOB DESCRIPTION



JOB TITLE

Operations and Executive Support

PURPOSE

Operations and Executive Support will provide executive support to the WellStop Senior Leadership Team and provide support and coordination for HR and Health & Safety activities at WellStop. The role also provides administrative support to the Board. Some work outside of regular business hours may be required to support the administrative requirements of the Board.

Reports to
- General Manager

This role is classified as a core worker under the Children's Act 2014, and you are expected to comply with the Act within all aspects for your role.

KETE WHANAUNGATANGA

Community Development

- Deliver local, national, and international presentations, in specialist area.
- Attend or arrange meetings in the community with other agencies that are relevant to WellStop Services.
- Ensure appropriate community collaboration and networking links are made to support clients.
- Prepare and distribute resources for promotion of WellStop services as approved by the respective Manager to all staff and all regions.
- Represent WellStop in a professional manner at all times.
- Actively participate in any regional networking, information sharing, and knowledge-building activities, and report back from hui.
- Undertake promotion of WellStop services and develop and maintain close working relationships and goodwill between all other organisations related to WellStop's business.
- Promote WellStop Services to the community through a variety of means, including delivering presentations as well as creating and distributing approved resources or, where applicable, delegating this to appropriate experienced staff.
- Develop, network, and maintain working relationships with relevant government, iwi and nongovernment organisations related to WellStop's business.

Effective Communication

- Demonstrate a high level of interpersonal and communication skills.
- Strong written and oral communication skills, including the ability to present ideas, information, and advice effectively and tailor communication to suit the audience.
- Gain the support and trust of others.
- Lead research into best practice and share information with colleagues.
- Develop and implement Te Reo Māori and embed into all communication.

Emotional Intelligence

- Demonstrate strong empathy towards others through the ability to understand others thoughts and feelings.
- Demonstrate strong self-awareness. Recognise personal emotions and their effects on others.
- Apply self-regulation when under pressure or when the situation might be challenging.

Collaborative Relationships

- Lead the promotion of WellStop and actively engage in local community activities and events as appropriate.
- Support others, build partnerships and work collaboratively with others to meet shared objectives.
- Gain the support and trust of others.
- Set and model a culture that leverages differences and supports diversity, work with a wide range of people, respecting different values and encouraging diverse points of views and opinions.
- Lead by example by having courageous conversations when expectations are not met.

Client and Stakeholder Focus

- Build strong stakeholder relationships and deliver stakeholder centred solutions.
- Gain insights into stakeholder needs.
- Build solutions that meet stakeholder expectations.
- Attend relevant stakeholder meetings as required.

Organisational Culture

- Foster WellStop's values of whanaungatanga (relationships), pono (trust), ngākaunui (compassion), manawanui (courage), and hiringa (excellence) in all aspects of your work.
- Contribute through own behaviours to a positive, supportive, high-performing organisational culture.
- Ensure Whiria Te Tangata strategic plan is known and promoted.
- Support the implementation of the Whiria Te Tangata Workplan.

KETE KOTAHITANGA

Key Responsibilities

- Support the CEO, Senior Leaders, and WellStop Board with high-quality, timely executive secretarial and administrative support.
- Administrate systems and processes for the effective and efficient day-to-day functioning of WellStop's HR and Health & Safety requirements.
- Support HR and operations tasks and projects as directed by the General Manager.
- Role model professional behaviour at all times.

Cognitive Power

- Apply well-developed analytical thinking.
- Have experience in working with digital platforms.
- Strong attention to detail and accuracy, complete all tasks to a professional standard and maintain WellStop's standards of confidentiality and Code of Practice.
- Identify key issues or required actions and develop workable solutions to complex problems.
- Critically evaluate options and make innovative and effective decisions despite constraints such as time pressure or incomplete information.
- Is trusted by others as a provider of accurate judgement and advice.
- Research high quality and well-regarded sources for information to deliver the best possible outcome.

Professional Development

- Continually maintain, develop, and update skills, knowledge and experience by identifying and attending appropriate courses in consultation with General Manager.
- Maintain a training plan and records that meet your registration or professional association requirements and training requirements in individual performance plan.
- Create goals with input from General Manager and track the progress of individual performance goals.
- Maintain registration with the appropriate registration board and membership to the appropriate professional association.

Tikanga Māori

- Demonstrate knowledge of the Te Tiriti o Waitangi its implications for WellStop, staff, clients, and New Zealand society.
- Demonstrate understanding of Te Ao Māori including, but not only, concepts such as Kete Whanaungatanga, Kete Kotahitanga, Kete Manaakitanga, Kete Mātauranga and Kete Kaitiakitanga.
- Understand Te Ao Māori to be able to respond appropriately to whānau, hapu and iwi.
- Incorporate Māori culture, language, and tikanga into everyday work.
- Engage and complete all cultural professional development tasks and courses in consultation with General Manager.

Te Tiriti o Waitangi

- Support the agency to uphold its commitments to Te Tiriti o Waitangi.
- Maintain a Te Ao Māori focus at all times.
- Support and encourage staff to develop skills in Te Reo Māori and Tikanga Māori.
- Promote and support the development of culturally responsive services for Māori clients/whānau.

Cultural Capability

- Respect the cultural differences and needs of staff and stakeholders and strive to develop a diverse, equitable, and inclusive workplace.
- Consistently demonstrate cultural responsiveness and commitment to ongoing development of cultural capability.
- Attend Noho Marae.

KETE MANAAKITANGA

Identifying and Reducing Harm

- Ensure any child safety concerns are reported to the Team Leader immediately, so that the Team Leader can determine if a Report of Concern is appropriate, and only in full compliance with WellStop's policies and procedures and the Oranga Tamariki Act 1989.

HR Administration

- Administrate WellStop's HRIS system and audit its content.
- Provide support to managers and staff on use as the system subject matter expert.
- Respond to enquiries relating to form completion and employee details in a timely manner with a high degree of customer service, confidentiality, and sensitivity.
- Correctly enter, maintain, and upload employee/contractor details, profiles and documentation into the HRIS system or in paper files as required.
- Audit completeness and accuracy of staff profiles, requests, documentation, and checklists throughout the employment lifecycle.
- Maintain and update any HR related registers, forms, documents, manuals, and systems for HR processes with oversight from General Manager.
- Provide HR administration support to Managers, Team Leaders, and staff.
- Provide recruitment administration support to Managers including posting job advertisements externally and on WellStop's website, and the processing of police vetting requests and professional body checks.
- Oversee staff onboarding and offboarding processes and staff welcomes.
- Administrate and support Managers with the performance appraisal process.
- Contribute to HR and business projects as directed by General Manager.
- Update and publish the organisational chart on a timely and regular basis.
- Update the MyHR guides as and when required.
- Provide induction to new staff on HR policies, systems, and HR processes as required.
- Support the archiving of HR paper and digital related records as needed.
- Coordinate the updating/drafting and publication of all handbooks, policies, and procedures with General Manager.
- Assist in maintaining the HR content in SharePoint, and the HRIS system.
- Provide AskYourTeams administration with support from the General Manager.
- Maintain the photo board of client facing staff at reception in line with compliance requirements.

Executive Administration

- Support the CEO, WellStop Board and Senior Leadership Team with high-quality, timely executive secretarial and administrative support as required.
- Such support can include (but is not limited to): preparing and collating reports and agendas, meeting facilitation, taking and disseminating minutes, chasing actions, gathering Board biographies, incoming and outgoing Board correspondence, maintain various Board registers, maintain the WellStop website with up to date SLT and Board information, and providing support for general administrative tasks.
- Attend Senior Leadership Team and Board meetings as required by the Chief Executive.
- Handle confidential and sensitive information professionally and in line with WellStop policy.
- Produce and manage documents, briefing papers, reports, and presentations as required.

- Coordinate criminal back checks and any other vetting requirements for incoming board members, and on a 3-year cycle.
- Coordinate provision of Board induction material to new board members.
- Support General Manager with consistent branding of WellStop, including business cards, signage, flags, and published material.
- Always demonstrate experienced pro-active highly organised professional practice.
- Ensure at all times high quality administrative support and coordination for HR and Health/Safety activities at WellStop.
- Provide timely and effective support to General Manager, including administrative support to the WellStop Board and Senior Leadership Team.

Senior Leadership Team

- Develop and maintain positive, collaborative relationships within SLT.
- Attend regular SLT meetings, and meetings of supporting working groups related to HR, operations, or governance.
- Develop and maintain a comprehensive working knowledge of services provided and obligations under funding agreements and service guidelines.
- Foster connection and collaboration between teams within WellStop.
- Promote a positive team culture and demonstrate WellStop's values through effective communication, collaboration, and leading by example.
- Consistently demonstrate effective leadership/management behaviours and uphold the trust and confidence of staff.

Planning and Organising Skills

- Lead and deliver on timeframes and deadlines according to Whiria Te Tangata workplans.
- Anticipate and plan for future work or reporting requirements, and actively coordinate and communicate complete work with stakeholders.
- Excellent self-management and team coordination skills, and work autonomously.
- Ability to establish priorities and meet deadlines including attention to detail and accuracy.
- Take responsibility for effective and timely completion of work.
- Apply well-developed planning and organising skills, including the ability to maintain performance when under pressure and appropriate prioritising of work.
- Anticipate potential problems when planning work and have alternative strategies available.

Values the work of the role

- Work within the criteria of our purpose, values, and mandate.
- Recognise the need for collaboration across the agency to meet our goals.
- Value working within an NGO.
- Value working in the relevant team.
- Show a willingness to learn and take on new ideas, identify and pursue learning and development opportunities.

KETE MATAURANGA

- Support Data Collection and Research, to enable equity and targeted approaches for Māori, Pacific, and Culturally and Linguistically Diverse clients.
- Support the development of evidence-based practice.

- Ensure data collected informs service development and individual treatment pathways.
- Research will inform the development of expertise capability and clinical practice.
- Effective and consistent use of systems is enabled by training and processes.
- Ensure that data information is input accurately and in a timely manner.
- Participate in development opportunities that will benefit WellStop wide.
- Take an active role to ensure all information is secure and relevant where and when required.

KETE KAITIAKITANGA

Budget Management

- Manage budgeted resources prudently and effectively.

Health and Safety Administration

- Coordinate regional Health and Safety meetings.
- Coordinate and provide secretarial support for National Health & Safety Committee meetings.
- Coordinate first aid and fire warden training as required and maintain up to date records of trained first aiders and fire wardens in SharePoint.
- Take responsibility for reporting any health & safety concerns, near misses, or accidents in the workplace.
- Ensure the first aid and emergency equipment kit is maintained and stocked in the Wellington office, and that First Aid and Fire Warden roles are filled.
- Take ownership of health and safety tasks that span the agency and coordinate appropriate activities across the regions e.g. up to date first aid and fire wardens, workstation assessments, worksite checklists, coordination/reminders to other administrators, H&S register, information on first aid/emergency kits.
- Escalate any health and safety issues or events to General Manager.

Health, Safety & Wellness

- Maintain a safe working environment while working at WellStop.
- Taking responsibility to keep yourself and others safe.
- Report any hazards, and accidents or near misses that occur.
- Adhere to health, safety and wellness policies, practices, and processes.
- Participate in health, safety and wellness strategies as required.
- Contribute to a safe environment, free from workplace bullying.

General

- Generate ideas for improved service provision and system development. Support the implementation of new systems and processes.
- Contribute to the functioning of a high-performing team.
- Perform other duties as may be reasonably required from time to time to meet business requirements.

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

SKILLS, EXPERIENCE & EDUCATION

Education:

- Relevant qualification or certification in Business Administration, Human Resources or a related discipline is preferred, however previous experience will be taken into consideration.

Experience and Skills:

- Experience in Administration, or an Executive/Personal Assistant or Management Support role is essential.
- Experience working with highly confidential and sensitive information and maintaining confidentiality at all times.
- Previous experience in an HR Administrative role is preferred but not required.
- Technology and systems savvy.
- Well-developed computer skills particularly in the Microsoft Office suite and particularly Word, Excel, and PowerPoint together with an understanding of databases including digital filing.
- Experience using and maintaining cloud-based documentation and HRIS systems software is an advantage (WellStop use MyHR).
- Excellent verbal and written communication skills that are tactful and diplomatic.
- Experience working across multiple sites would be advantageous.
- Knowledge of and interest in relevant legislation would be an advantage but is not required. These include; Holidays Act 2003 and further amendments, Employment Relations Act 2000, Minimum Wage Act, Wages Protection Act, Parental Leave Act, employment law, employment agreements etc.