

Job profile

Position title	Administrator
Division:	Housing/ Housing First Blenheim
Location:	Blenheim
Responsible to:	Team Leaders for Housing First and Sustaining Tenancies
Date approved:	September 2022
Delegated authority	As per policy
Staff responsibilities	Nil
Term	40 hours per week

The Christchurch Methodist Mission

The Christchurch Methodist Mission is the social services agency of the Methodist Church of New Zealand with responsibility for services in Canterbury, Marlborough, Nelson and the West Coast.

Our Vision

A socially just and inclusive society.

Our Mission

To promote and enhance the dignity of all people through:

- Providing compassionate care, support and empowerment of those most vulnerable in our community
- Building communities, neighbourhoods and a wider society that are fair and inclusive
- Challenging injustice and promoting hope

'Cycles of Hope'

Christchurch Methodist Mission is committed to promoting 'cycles of hope' by actively addressing not only the effects, but also the causes of injustice and social and economic disadvantage.

Our Partnerships

We are committed to Te Tiriti o Waitangi in all our work and to working in partnership as Māori and Tāiwi.

Our Values

- Tumanako (Hope)- Believing that change is possible
- Whakaute (Respect)- For people, and every person's unique value
- Hei kaikōrero mō te tika me te mana taurite (Social Justice)- Inequality, unfairness and exclusion will be challenged
- Ngākau pono (Integrity)- Actions speak louder than words
- Mahi tahi (Partnership); Strength is found in cooperation
- Whakamana (Empowerment)- Recognising and enhancing the mana in all people
- Whakakauka (Sustainability)- Responding to the challenges of climate change

Purpose of Position

Christchurch Methodist Mission (CMM) provides a range of housing and homelessness services in the Christchurch, Blenheim, Nelson and the West Coast.

The purpose of the Housing Administrator role is to assist the team members to obtain the best outcome for clients by providing and being responsible for the administrative processes for the service.

Key Responsibilities

- Work closely with the Team to promote positive outcomes for clients.
- Provide administrative support to the wider team, including:
 - creating a warm and welcoming environment for our visitors
 - answering and directing incoming calls
 - managing information accurately and efficiently
 - managing accounts payable and receivable
 - preparing meeting agendas and other relevant documentation, including taking and distributing minutes
 - providing assistance with reporting when required
 - setting up files for all new clients/ kaewa/ whānau
 - basic accounts receivable/payable functions
- Manage the office building including:
 - maintaining stationery and kitchen supplies
 - ensuring the office is a welcoming space for visitors and a comfortable workplace
- Manage the fleet vehicles ensuring that they are regularly serviced, cleaned, and their Warrant of Fitness/ Registrations are up to date
- Provide support and/or cover for the Occupancy and Property Manager as required, including supporting the team in preparing houses or units for new occupants
- Provide other administrative support to the Regional Manager and two Team Leaders as requested.
- Act as the Health and Safety representative for the team, ensuring that all relevant policies and procedures (including incident reporting and risk register) are being implemented
- Other Activities: To undertake any other appropriate activities that fall within the purpose of the position stated at the beginning of this job description.

Key Relationships

- Clients/ Kaewa
- All staff in the Christchurch Methodist Mission Blenheim Housing teams
- Other staff of the wider Christchurch Methodist Mission, in particular, other housing services
- Kāinga Ora and Ministry of Social Development
- Other local agencies including property management companies/private landlords, contractors, and other social service organisations

Professional Knowledge, Experience and Personal Attributes

Essential

- Strong skills in administrative and IT processes (Microsoft Office champion!)
- Experience of accounts payable and receivable administration
- Excellent interpersonal and communication skills (verbal, written and computer literacy)
- Positivity, flexibility, confidence and compassion with a non-judgemental attitude
- Cultural competencies including an understanding of tikanga Māori and experience of working positively with Māori and Pacifica
- A team player with a positive attitude and loads of enthusiasm
- Effective problem solving and decision-making skills
- Ability to be self-directed with excellent time management
- Excellent attention to detail
- Demonstrated ability to affectively multitask and manage conflicting priorities
- Full/clean driver's license

Desirable

- Experience working in a related field ie social services, housing

Organisational Competencies

Competencies describe behaviour that reflects underlying skills, knowledge, attitudes and personal qualities required to perform a job satisfactorily. The competencies required for this job are outlined below.

- **Commitment to the service** - promotes high quality care for clients/ kaewa. Demonstrates a commitment to understanding and meeting tenants' expectations and delivering a high quality service. Sensitive to the needs and concerns of tenants and prospective tenants.
- **Building relationships** - The ability to interact with and develop effective working relationships with a wide range of people of different types and in different situations. This includes establishing formal and informal working relationships
- **Team work**- commitment and support for the work of the team. Pools ideas and builds on the contributions of other team members. Demonstrates an ability and willingness to work with other professional staff from other professions e.g. social workers, teachers, advisors, clinical staff, community workers etc.
- **Flexibility** - Able to adapt to a variety of situations, understanding and appreciating different and opposing perspectives of a situation. Open minded and flexible in dealing with circumstances as they arise. The ability to think about a situation, issue or process in new or varying ways and to generate new ideas. This includes the willingness to seek out and implement better ways of doing things and to embrace change.
- **Planning and organising** - ability to identify objectives and develop effective action plans to achieve them. High level of initiative and self-management. Excellent time management skills and ability to respond to demanding timelines. Results focused and ability to deliver on commitments.
- **Managing Personal Responsibilities** – upholds personal, professional, and ethical conduct. Demonstrate ethical practice and the maintenance of professional boundaries. Knowledge and commitment to the principles of Equal Employment Opportunities.
- **Managing Information and Uses Technology** - managing information effectively, and using information technology to be efficient, productive, and to deliver a high standard of service
- **Cultural Responsiveness** - The ability and desire to show cultural sensitivity, awareness and understanding of diversity. Ability to work within diverse cultural settings.

Signed:
(Manager)

Date:

Signed:
(Employee)

Date: