



TE TAURA WHIRI I TE REO MĀORI

MĀORI LANGUAGE COMMISSION

Kaitohutohu Tautoko | Support Advisor

Location	Wellington	
Reporting to	Team Leader Finance and Admin	
Team	Te Hāpai Ō	
Delegations	Financial: Level Nil	Human Resources: Nil
Number of reports	Direct: Nil	Indirect: Nil
Salary band	10	

Who we are

Our Vision

Promote te reo Māori as an ordinary means of communication and a living language.

- By 2040, 85 per cent of New Zealanders (or more) will value te reo Māori as a key element of national identity
- By 2040, one million New Zealanders (or more) will have the ability and confidence to talk about at least basic things in te reo Māori and,
- By 2040, 150,000 Māori aged 15 and over will use te reo Māori as much as English.

The purpose of your role

The Support Advisor role sits within the Corporate Services - Finance and Administration Team which provides support and services across the organisation and to external stakeholders and customers. The team functions include frontline services, reception and phone enquiries, service provider coordination, general administration, support services, finance & payroll, procurement, and sponsorship funds management.

The Support Advisor's contribute within all areas of the team, project teams and business groups across the organisation and actively support key events and projects.

Your key deliverables/accountabilities

You will be expected to:	You will achieve this by:
Deliver wide ranging Administration, Finance & Support Services	<ul style="list-style-type: none">• Managing and actioning administration tasks & processes including support requests, office supplies, hui & catering services, travel services, security processes, records upkeep, housekeeping, maintenance, and supply services• Supporting office activities, organisation events and operations• Supporting and contributing to business groups and project teams• Supporting and contributing to work of the wider team including Finance tasks (purchasing, reconciliations etc.) and Sponsorship and Procurement tasks as required

You will be expected to:	You will achieve this by:
Deliver Frontline and Customer Services	<ul style="list-style-type: none"> Managing the reception area and welcoming visitors Answering incoming phone calls and dealing with enquiries Managing mail services- inward and outward correspondence, merchandise & and courier deliveries Always ensuring cleanliness and tidiness of office areas Delivering exceptional customer service Ensuring privacy and security, identifying & reporting risks to your manager
Communicate effectively & Manage Relationships	<ul style="list-style-type: none"> Ensuring outward verbal & written communications are consistent, clear, prompt, accurate & timely Ensuring timely updates are delivered across requests and projects Developing effective and positive relationships with internal and external customers and stakeholders, understanding and being responsive to their needs Communicating accurate & consistent advice & information across the organisation
<p>Continually Improve performance & implement best practices.</p> <p>Be accountable for the work you do.</p>	<ul style="list-style-type: none"> Contributing to a positive, inclusive team culture Seeking opportunities to learn and develop your skills and competencies & identifying opportunities to implement continual improvements Maintaining and updating team processes, workflow, and records management systems Demonstrating agility & adaptability, performing any tasks deemed to be appropriate or necessary to achieve our collective goals Ensuring work is completed in a timely manner, to a high standard meeting all internal & external deadlines Working collaboratively, maintaining a level of organisation and productivity Taking ownership & responsibility for the work you do and contribute positively to the values and broader outcomes of Te Taura Whiri i te Reo Māori

Person specification/ Attributes

Competency	Contribution
Customer focused	<p>Focussed on understanding the needs of the organisation & on delivering value</p> <p>The ability to deliver an outstanding customer experience</p>
Drive for results	<p>Tests the status quo to continually drive for better outcomes</p> <p>Highly organised with a flair for improving systems & processes</p>
Dealing with ambiguity	Be flexible and deal confidently and positively with change and uncertainty
Attention to detail	Excellent writing, checking & critical thinking ability
Responsiveness to Reo Māori and Tikanga	Understand Reo Māori, Tikanga and the Treaty of Waitangi relevance to own role, organisation, and wider New Zealand

Qualifications, knowledge and/or experience

- Reo Māori speaker and practitioner preferred
- Technical knowledge and experience relevant to the Support Advisor role. A minimum of two years.
- Qualifications in administration or equivalent professional knowledge gained through experience working in an office administration/ customer service role
- Experience working in a project management style and contributing to projects advantageous
- Excellent knowledge of Microsoft Office and office management software, systems, and equipment
- MYOB Advanced Financial system experience advantageous but not essential
- Experience/ knowledge of Administration, Finance and Payroll processes
- Proven ability to deliver exceptional support and customer service