



NEW ZEALAND
RED CROSS
RIPEKA WHEREO AOTEAROA

POSITION DESCRIPTION

Be part of our mission:

*To improve the lives of vulnerable people
by mobilising the power of humanity
and enhancing community resilience.*

To find out more about our kaupapa, and what we stand for, visit redcross.org.nz

Job Title: Administrator
Group: People Experience and Support
Location: Palmerston North
Reports to: Senior Area Partner
Position status: Full-time
Version date: 10 August 2022

OUR PURPOSE

New Zealand Red Cross (NZRC) has always been about good people doing good things. We're part of the world's largest humanitarian network, helping vulnerable people and those affected by disaster and conflicts. We've been working in New Zealand for more than a century and today you'll find us lending a hand in communities throughout Aotearoa New Zealand – we're here for good.

DIVERSITY AND INCLUSION

We are committed to providing an environment where all people feel welcomed, valued and seen in their identities.

THE TREATY OF WAITANGI

New Zealand Red Cross is working towards understanding our obligations under the Te Tiriti o Waitangi principles. New Zealand Red Cross engagement with Te Tiriti o Waitangi is recognised as ethical best practice in relation to the application of the Red Cross Fundamental Principles and the desire of New Zealand Red Cross people to build meaningful relationships with Māori as tāngata whenua.

WHAT WE STAND FOR

The Red Cross Fundamental Principles guide all we do, whether we're helping people in New Zealand communities or providing urgent relief in an international disaster.

ABOUT THE GROUP

People Experience and Support

The People Experience and Support Group builds and maintains the capability of all Red Cross people, nationally and locally. Its key focus is realising the potential of Red Cross people, developing future leaders, and shaping a culture which emphasises empowerment, involvement and innovation, high productivity and standards. The Group supports Red Cross people to be successful, make a meaningful, valued contribution and go home safe and well each day.

POSITION PURPOSE

As part of a Red Cross Area team, provide hands-on administrative support for the delivery of activities that support Red Cross people in the Area.

KEY RESPONSIBILITIES

- Provide coordination/ administrative support for elections and Area planning processes, and other Handbook processes that require Area support.
- Prepare advisory and information materials, especially for the telephone call centre and website/digital tools and information for members and/ or those who volunteer their time.
- Maintain Red Cross people databases and reporting and monitoring of contributions on national performance and delivery.
- Support onboarding and training processes, including coordinating delivery of training across the Area.
- Support the maintenance of Red Cross properties and vehicles through coordination and bookings.
- Foster a collaborative team environment.

HEALTH SAFETY AND WELLBEING

- Proactively ensure your actions or omissions do not adversely affect the Health, Safety and Wellbeing (HSW) of yourself or others.
- Participate in HSW induction, training, programmes and activities.
- Follow all reasonable instructions to comply with HSW legislation and regulations.
- Follow NZRC HSW policies, standards and procedures.
- Do not undertake any activities you are not adequately trained for.
- Use designated personal protective equipment (PPE) for specific work activities.
- Report hazards/risks, incidents and near misses as soon as possible after the event.

RELATIONSHIPS

Internal

- Area team employees
- Volunteering and Membership national team
- All other New Zealand Red Cross people

External

- Potential volunteers (groups and individuals)
- Third party providers

STAFF

Direct

Nil

Indirect

Nil

PERSON SPECIFICATION

Knowledge

- Proficient user of all Microsoft Office applications and systems, especially Excel and Word.
- Understanding of, and a commitment to, Te Tiriti o Waitangi.

Qualifications and/or experience

- Experience in managing and developing office systems and prioritising workflow.
- Intermediate experience in administration, office management or project support.
- Experience in working in a volunteer or membership-based organisation.
- Experience in CRM database use or record management.

Skills and other attributes

- Organised and motivated self-starter with strong problem-solving skills.
- A dedicated team player able to get along with people in a team environment.
- Ability to relate to people from diverse backgrounds.
- Ability to role model professional and friendly customer service engagement.
- Excellent phone, verbal, written, technology and communications skills.
- Confidence to work respectfully and effectively within Māori cultural contexts including familiarity and ability to move within settings involving Tikanga Māori.
- Comfortable with embracing and using new technology and computer systems.
- Confidence to work respectfully and effectively within multicultural contexts, and include people of all abilities, sexual orientations, gender identities, and ages.
- Project administration skills or experience.
- Enthusiasm for, and the commitment to, the work of New Zealand Red Cross.

TRAVEL

The appointee may be required to undertake travel for this role.

DRIVER LICENCE

A current car driver licence is required for this role.

DELEGATIONS

Financial: Tier Nil

Employment: Tier Nil

NOTE

This job description is not intended as an exhaustive list of duties and responsibilities. The job is expected to evolve and change, and New Zealand Red Cross may amend this job description after consultation with the job holder.