



POSITION DESCRIPTION

POSITION : Office Services Assistant

LOCATION: Wellington

RESPONSIBLE TO: Administration Manager

Purpose of Position

To provide high quality accommodation and equipment services.

Nature and scope

The Ministry of Transport is the Government's principal transport policy adviser. We provide strategic transport leadership, including overall direction and leadership for transport Crown entities and other relevant agencies. The Ministry works collaboratively across the sector to contribute to the government's goal of growing the New Zealand economy to deliver greater prosperity, security and opportunities for all New Zealanders.

The Ministry is charged with anticipating future challenges and their solutions. The organisation's leading-edge transport policy and its implementation will attract staff who are inspired by the prospect of being part of a forward-looking department.

The position holder's key responsibilities are the smooth running of our office services, ensuring that our meeting rooms and kitchens function properly and providing backup cover on Reception. This means the position holder has to be very 'hands on', a team player with very good practical and communication skills and professional presentation.

Specific objectives, output and competencies are to be demonstrated at the level consistent with the position as agreed with the Manager and recorded in the Sonar6 performance management system.

Key Tasks

- Daily back up on the Ministry's main Reception. Activities include receiving and assisting visitors, answering incoming telephone calls, providing information to assist callers, administering the admin helpdesk and arranging couriers.
- Daily meeting support i.e. room set up and resets.
- Daily maintenance of the Ministry's conference suite in a tidy manner.
- Daily maintenance the level 6 kitchen in a tidy manner clearing up if necessary.
- Daily despatch of the Ministry's outgoing mail.

- Daily responses to adhoc requests for assistance.
- Ensuring fault calls are logged and appropriate follow up action is taken.
- Weekly checking of meeting and breakout rooms to ensure they are tidy, that the electronic whiteboards are working, clean, and stocked, that the phones are working, the phone cupboards are stocked etc.
- Assisting with Ministry functions.
- Various administrative tasks as requested.

Person Specification

The incumbent is expected to maintain a high standard of professionalism in undertaking his/her tasks.

Essential Requirements

- Ability to prioritise workload and work unsupervised.
- Is a practical, hands on person.
- A calm proactive approach under pressure.
- Sound understanding of the Microsoft Office Suite with excellent word processing and Excel skills.
- Very good verbal and written communication skills.
- Very good interpersonal skills.
- Is a dependable team player.
- Is neat and tidy and maintains a professional image.
- Good customer service skills.

Desirable Requirements

- Is methodical.
- A sense of humour.

Competencies:

In order to do this job effectively the following competencies are required:

Problem Solving

The ability to understand a situation or problem by identifying patterns or connections and addressing key underlying issues. Includes organising the parts of an issue or situation in a systematic way, formulating and testing appropriate solutions.

Detects and resolves problems

- Detects and resolves problems in own area of work and informs those who need to know before the problem escalates.
- Gathers and organises information needed to resolve problems in own area of work.
- Identifies the most appropriate course of action from a variety of readily available possibilities or precedents.

Improving Capability

Leads the development of work and the continual improvement of methodologies, systems and, processes within the Ministry. Facilitates 'best practice' by encouraging constructive debate and sharing their knowledge and thinking.

Identifies areas for improvement

- As appropriate, identifies opportunities to improve systems and processes in own area of work.
- Learns from errors and changes own approach accordingly.
- Trains, supports or assists other staff based on own areas of knowledge or expertise.

Organisation and Planning

The application of structured work management methodologies for self and others to achieve a specific objective to the required standard and deadlines. Effectively manages competing demands.

Works efficiently

- Sets high personal work standards.
- Takes responsibility for making things happen within own area of control.
- Works effectively and concentrates own efforts to avoid unproductive time.
- Efficiently uses the Ministry tools, systems and processes in the course of daily work.
- Sets priorities, estimates times and schedules activities.

Professional Confidence

The ability to do the job in potentially challenging circumstances and defend one's advice and opinion assertively when encountering rigorous questioning (without being dogmatic). It is the willingness to take on challenging assignments with substantial independence and to make judgement calls.

Has confidence in own ability

- Projects a confident, positive attitude.
- Works with little supervision.
- Efficiently uses the Ministry tools, processes and systems.
- States disagreements constructively.

Service Orientation

The desire to help and serve others, to meet their needs. It means focusing on discovering those needs and determining how best to meet them.

Delivers a professional service

- Works efficiently to provide quality service and outcomes for the customer.
- Keeps the customer up to date with progress of work.
- Interacts well with diverse customers.
- Remains readily available and responds promptly to meet customer needs.
- Clarifies the work required, follows established procedures, and checks outputs for accuracy, completeness and relevance.

Teamwork and Co-operation

The willingness to work co-operatively with others to achieve common objectives, as opposed to working separately or in competition. It involves understanding the team dynamics, fostering collaboration and sharing knowledge. Teamwork may also involve contributing to a team other than one's own.

Appreciates others

- Participates willingly in team processes and supports resulting team decisions and goals.
- Shares information freely within and between teams where this is appropriate.
- Works to promote a friendly team climate and morale.
- Is willing to seek or take advice from others.
- Avoids 'win-lose' behaviours and focuses on preserving and strengthening team relationships.
- Appreciates the potential that others can offer and publicly gives credit to others for their contribution.
- Understands own strengths, weaknesses, skills and knowledge and contributes accordingly.
- Positively promotes the team to others.

Technical Skills

Technically skilled people have credibility in their areas of expertise and are adept at utilising systems, processes and tools to perform complex tasks or resolve multi-faceted issues.

- Efficiently performs assigned technical tasks.
- Interacts effectively with suppliers and service providers to achieve positive outcomes for the Ministry (within limits of authority).
- Is adept at coordinating events, collating and distributing material and, when required, marshalling attendees.
- Is adept at resolving frequently occurring situations.

Integrity

People acting with integrity demonstrate their best intentions, are honest and do what they say. They behave fairly, professionally, consistently and demonstrate confidence in others.

- Sets good examples in building relationships.
- Diplomatically provides free and frank advice.
- Gives people a chance to show they are capable.
- Puts aside any prejudices.
- Advises people in advance and renegotiates expectations, when necessary.

People Matter

People who value others support a healthy work/life balance and play their part in creating a great workplace. They respect, support and develop others, recognising and celebrating positive contributions.

- Provides guidance when needed.
- Respects everybody's contribution and acknowledges people have different ways of doing things and looking at things.
- Respect others' personal boundaries and does not judge their personal priorities.

- Sets a good example with their work/life balance.
- Works collaboratively with others and recognises and celebrates others' contributions.

Adaptability

This is the ability to maintain effectiveness in varying environments and with different tasks, responsibilities, and people.

- Does not become defensive or irritated when times are tough.
- Can handle stress and is not knocked off balance by the unexpected.
- Can orchestrate multiple activities to accomplish goals.
- Is seen as balanced despite the conflicting demands of the situation.
- Can act differently depending on the situation.