

National Administrator

NZSTA Purpose

Our mission is that NZSTA is the leader for effective school governance Whakamana! Whakaora! ki Te Tiriti o Waitangi.

To this end, NZSTA wants Effective Governance and Student Success to be interwoven ki ngā kura katoa o Aoteroa.

Who we are

NZSTA is the voice of school boards in New Zealand, providing service to New Zealand's 2,500 state and state-integrated schools and kura.

We are a values-based organisation; one that is determined to provide the very best services and support to our members, our education sector stakeholders, New Zealand school and their communities.

As the professional body for school boards, NZSTA is at the heart of school governance. We influence and inform policy and sector outcomes; we support and enable school boards to flourish; we connect like-minded people through our learning and networking opportunities; we strengthen communities by helping students achieve.

NZSTA was established in 1989, following the introduction of New Zealand's largest school reform, Tomorrow's Schools. We are a not-for profit incorporated society with charitable trust status.

What we do

NZSTA is a membership-based organisation representing the interests of its member boards. Membership of NZSTA is open to school boards of any state or state integrated school.

NZSTA has a contract with the Ministry of Education to deliver a fully integrated range of services free to all boards to support and enhance boards' capability in governance and employment. NZSTA is also an active party in relevant education related decisions and national policy formulation and works alongside the Ministry of Education in negotiating Collective agreements with unions.

Our Values

- High – Expectations
- High – Trust
- High – Transparency
- High – Accountability

Position description

Position purpose

The National Administrator will be responsible for providing critical administrative support services for both internal and external stakeholders of the New Zealand School Trustees Association (NZSTA).

As part of Shared Services, the National Administrators work together as a cohesive and integral team across both National and Regional offices, to provide an effective level of service which meets the day to day requirements of the organisation.

Position details

Responsible to	Director Shared Services
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Functional relationships	Chief Executive Officer Senior Leadership Team NZSTA Staff NZSTA President NZSTA Board Members & Regional Chairs/Executive
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Staff	Nil
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External relationships	NZSTA Providers NZSTA Suppliers
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Key responsibilities

Phone & Email Triaging

- Answering & resolving queries received via the 0800 number, or any local landlines as directed.
- Reviewing and triaging emails via shared email accounts, e.g. admin@, database@ ict@, copyright@ etc. as directed.
- Answering & resolving NZSTA membership queries received via phone or email.

Facilities Management

- All tasks relating to building (tenancy) management.
- Care of building equipment, including kitchen appliances, printers, photocopiers etc. and maintain and order consumables.
- Stationery orders.
- Health & Safety monitoring within the office environment.

On-Site Hui/Meetings (e.g. staff, inductions, NZSTA Board, Regional Executive)

- Venue setup.
- Catering requirements.
- Travel requirements.

Off-Site Hui/Meetings/Conferences (e.g. ASF Induction, Staff Hui)

- Event management – construct and maintain attendee lists, travel requirements etc.
- Catering and dietary requirements.
- External events (e.g. meals out).
- Booking attendees' flights.

Travel Arrangements

- Booking flights.
- Booking accommodation.
- Booking rental cars
- Maintain and distribute taxi cards/chits.

Vehicle Management

- Maintain vehicle database (make, model, registration number, lease term etc.)
- Maintain fuel cards via online portals – Z & BP.
- Monitor and assist with vehicle insurance claims.
- Monitor and replenish car kits.

Live Events (face to face and webinars)

- Planning and/or scheduling and configuration on NZSTA's event management software.
- Promotion of events via direct email marketing campaigns.
- Organise venue booking.
- Organise catering.
- Book Provider travel and accommodation.
- Complete SoW (Statement of Work) and invoice approvals for Providers.
- Complete end of event surveys and follow ups.

Provider Contractors

- Issue and maintain annual Provider contracts as directed.
- Act as NZSTA point of contact for any Provider issues/queries.

Organisational Policy & Process

- Assist Director Shared Services to construct, review, update and maintain organisational policy, processes and/or standard operating procedures within both Shared Services and the wider organisation.

Miscellaneous Administration

- Review and provide updates of Gazette notices.
- Packaging and archiving of records to TIMG.
- Maintain NZSTA's core database system, including Appendix 2 triage and validation.

- Complete EPE's (End Point Evaluations) or equivalent.
- IET (Internal Evaluation Tool or equivalent) tasks.
- ESS Overflow or backup provided to the HR Advisor when needed (i.e. during annual leave).
- Staff leaving and/or recognition gifts, including research, purchase and distribution.
- Opening and/or distribution of mail/courier deliveries.
- General scanning, copying, printing and/or binding as directed.
- Greeting external visitors to offices.
- To attend meetings as directed.
- To undertake miscellaneous tasks relevant to the position as required from time to time.
- Other duties, as directed from time to time by the Director Shared Services as required.

Advice to NZSTA Business Areas

- Provide advice and/or reports to the Director Shared Services as required.

Health & Safety

- Participate in all NZSTA Health and Safety activities and act in a responsible and safe manner at all times (in accordance with NZSTA H&S policy and procedures).

Working Conditions

- Flexible Working Arrangements may be available by mutual agreement with the Director, noting expectation as a staff member based in either National Office, Wellington or a regional office location.

Person specification

Skills and experience required

- A minimum of three years proven experience in an administration type position within an office environment, or similar position.
- Excellent written and oral communication skills.
- Strong planning and organisational skills.
- Experience and knowledge in computer skills including the Microsoft suite of products, travel booking platforms and CRM's (Customer Relationship Management) e.g. Salesforce.

Personal qualities/attributes

- Excellent interpersonal skills with the ability to develop good relationships with stakeholders at all levels.
- An excellent eye or attention to detail.
- A demonstrated commitment to the provision of quality customer service.
- An ability to cope under pressure and deadlines at times.
- Capability to self-manage and prioritise work to ensure deadlines can be met.
- Ability to work autonomously and as an active team member.
- Professional and personal integrity (including the ability to maintain confidentiality).
- Understanding of and commitment to the principles of Te Tiriti o Waitangi and tikanga Māori including comfort in te reo Māori environment.