

Job Description

Job title:	Team Administrator
Date:	May 2017
Responsible to:	interRAI National Services Manager
Location:	Wellington
Job status:	Permanent
Direct reports:	Nil
Delegated Financial Authority: (If applicable)	Nil

Background

Central Region's Technical Advisory Services Limited (TAS) successfully partners with the health sector to provide a range of both regional and national services and expertise. This includes strategic advice, planning and support, as well as the coordination and management of collaborative programmes and projects that support DHBs to achieve their health care targets, and improve the services they provide.

Providing value to our customers and stakeholders – professionals in the New Zealand health sector – is at the centre of why we exist and why we do what we do. Our work is primarily driven by our passion to see patients' health outcomes, and their experience of the public health system optimised.

We currently comprise five core service lines of business (Planning and Collaboration, Strategic Workforce Services, Audit and Assurance, interRAI Services and Regional Health Informatics) as well as managing key programmes of work on behalf of DHBs, including the Health of Older People and Community Pharmacy Programmes. The services lines and programmes are underpinned by the Business Support team – who provide internal capability and support to our external facing service delivery teams.

TAS is committed to building a values based high achievement culture and practices across all our business relationships and activities.

Business Group

interRAI services has responsibility for a Comprehensive Clinical Assessment (CCA) tool, interRAI, which is used to understand the needs of an older person in order to plan their care. New Zealand uses the interRAI assessment system across all DHBs to assess the need for older people to either access long term publically funded home support or access entry into Aged Residential Care (ARC).

In addition, the interRAI Team has responsibility for the interRAI Long Term Care Facilities (LTCF) assessment which is used to inform the care plan of all residents in aged residential care facilities in the country. This particular assessment has the benefits of focusing on issues related to the older person that can be addressed and lead to improved health outcomes for the individual. Information related to the individual can also be aggregated to help understand population needs leading to improved planning and decision-making.

Job Purpose

The role of the Team Administrator is to provide comprehensive business support to the interRAI Education and Support Team to assist with the provision of interRAI Service deliverables.

Key Accountabilities

The requirements set out below are the key requirements, but do not in any way limit the ambit of activity the role is responsible for.

Accountability Area	Description
Organisation and planning	<p>Provide timely administration support to the interRAI Education and Support Team:</p> <ul style="list-style-type: none">• provide a professional interface between the team and external stakeholders;• provide a coordination and communication role with the team; messaging absences, information updates and requests for information• organise travel and meeting co-ordination support for the team;• set agendas and provide detailed minute taking, including action points, for regular and ad hoc meetings• book training venues according to the Team schedule• manage action and risk registers to ensure service deliverables are met;• manage spreadsheets of Team's personal information; such as practicing Certificates, emergency numbers, drivers licences, rental car• manage spreadsheets of team preferences such as preferred accommodation, training venues and other logistical information

	<ul style="list-style-type: none"> • maintain a stock of educator resources and distribute according to the Team schedule • calendar monitoring for team meetings, booking events, rooms, venues catering and meetings • coordinate orientation and Team induction programmes
Maintenance of Processes	<ul style="list-style-type: none"> • ensure processes, systems and workflows are in place in the following areas: <ul style="list-style-type: none"> ○ all communications are sent to appropriate stakeholders ○ version control and management of key documents ○ maintain archives and filing support ○ management of reimbursement processes ○ management of invoicing processes and Team Credit cards
Customer Support	<ul style="list-style-type: none"> • Provide telephone or email support for customers, ensure issues are understood, recorded and assigned to the correct role to resolve e.g. a training issue regarding use of the software versus a training issue regarding a clinical concern. • This includes managing the Team email inbox and responsibility for managing the 0800 number.
Relationship management	<ul style="list-style-type: none"> • Work closely with other administration team members to ensure a consistent, mutually supportive and proactive administration service is provided at all times; • Establish and maintain constructive, effective working relationships with key staff in TAS. • Establish and maintain effective working relationships externally with providers and key stakeholders ensuring a high customer satisfaction. • Effectively liaises with key internal and external stakeholders to ensure delivery of key milestones.
General	<ul style="list-style-type: none"> • Undertake other reasonable duties as required relating to the functions and responsibilities of the team. • Participate in the development and continuing improvement of TAS's business performance and reputation, and provide positive contribution to the functioning of your team and wider organisation. • Take responsibility for meeting TAS's obligations in workplace health and safety by making sure own actions keep self and others safe.

Key Relationships

All employees have a responsibility for managing relationships in some or all of the key sectors we interface with. In this role, key relationships are expected to be developed, as follows:

Internal

Who	For what purpose
interRAI Services	<ul style="list-style-type: none"> • Support is smoothly coordinated to meet key deliverables and deadlines for the education and support team • The team is provided with high quality administrative support, enabling effective and timely delivery of services • Work collaboratively with other administration roles to provide integrated support
TAS managers and employees	<ul style="list-style-type: none"> • Work collaboratively to provide integrated, joined-up advice and support to customers and stakeholders. • Approachable and reliable team player who contributes positively to the overall high performance of the organisation.

External

Who	For what purpose
Stakeholder community – DHBs; MOH, PHOs and other health agencies, aged residential care sector	<ul style="list-style-type: none"> • Work collaboratively to establish productive and positive relationships. • Manage relationships in a manner the represents TAS values and commitment to excellence.

Person Specifications

Essential Education/qualifications

- A relevant tertiary qualification(s) or equivalent experience

Essential skills, experience and qualities

- Intermediate to senior level experience preferred in a similar administrative support role.
- Skilled with detailed and ad hoc minute taking.
- Previous experience in organising meetings and booking travel for multiple team members.
- A commitment to high quality of service focussed in meeting the needs of the Team
- Flexible and willing to deal with any task, able to multitask and meet deadlines.
- Communicates with confidence and intelligence.

- Enthusiasm, good judgment, and the willingness and ability to accept responsibility.
- Motivation, initiative and commitment to a team approach.
- Able to work independently and make effective and timely decisions.
- Attentive to consistent delivery of high quality work.
- Well organised, methodical, values efficiency.
- Proven organisational skills along with the ability to establish priorities and meet deadlines whilst under pressure, and preserving the highest level of accuracy and confidentiality
- Excellent oral and written communication skills
- Good interpersonal skills with the ability to relate to a wide range of people.
- Minimum of intermediate level Microsoft Office Suite skills, particularly in Word and Excel.
- Knowledge and experience in the health sector is desirable

Core TAS Competencies

TAS has established core competencies for all roles across the organisation and all employees are expected to model these behaviours and values which enable us to work at our best.

Competency Descriptor	Expected Behaviours
<p>Customer Focus: Provides excellent service to meet internal and external customer/client needs. Understands the needs of the customer/client and looks for ways to provide added value.</p>	<ul style="list-style-type: none"> • Recognises the importance of valuing customers and provides excellent service to meet internal and external customer/stakeholder needs. • Listens and proactively seeks to understand the expectations and needs of the customers/stakeholder. • Looks for ways to provide added value. • Proactively seeks customer/client feedback.
<p>Communication: Demonstrates an understanding of the views of others and communicates in a genuine and practical manner using appropriate language. Actively listens to views and concerns of others. Adapts communication approach to fit situation. Conveys and receives information effectively and builds positive working relationships.</p>	<ul style="list-style-type: none"> • Actively listens and observes non verbal queues to inform communication approach • Self aware and approachable
<p>Collaboration: Willingness and ability to work in a cooperative and helpful manner with others (as opposed to independently). Focuses on team goals as well your own and to actively assist team members to achieve common goals. Shares collective responsibility for all aspects of the teams objectives.</p>	<ul style="list-style-type: none"> • Works effectively as part of a diverse team. • Treats others with respect and dignity • Supports others in the team and has consideration for their needs and skills. • Identifies and promotes opportunities for collaboration and works with others regardless of functional boundaries.
<p>Continuous Improvement: Sets and meets challenging goals, creating own measures and consistently seek ways of improving performance. Aware of own</p>	<ul style="list-style-type: none"> • Makes suggestions for improvements to current ways of working. Shows a willingness to learn. • Looks to improve efficiency and quality of service of own role/area

<p>shortcomings and opportunities for improvement and takes charge of personal development.</p>	<ul style="list-style-type: none"> • Keeps own skills up-to-date and develops a depth or breadth of knowledge in a particular area through learning.
<p>Innovation: Identifies novel approaches for completing work more effectively or efficiently, and works within the "established" system to push for "a smarter, better way."</p>	<ul style="list-style-type: none"> • Works to develop new approaches when problem-solving; seeks ideas or suggestions from others as appropriate • Suggests new ways to improve the quality of products or services. • Identifies new ideas, solutions, or directions in dealing with daily situations.
<p>Action Orientation: Performs work with energy and drive; values planning, but is able to take quick, decisive action when an opportunity presents itself.</p>	<ul style="list-style-type: none"> • Targets and achieves results, overcomes obstacles, accepts responsibility, • Establishes standards and responsibilities, supports a results-oriented environment, and follows through on actions.
<p>Planning and Organising: Organises own time effectively, creates own work plan/s and timelines. Prioritises and prepares in advance to ensure realistic timeframes. Visualises the sequence of actions needed to achieve a specific goal, how to estimate the resources required and identify potential risks and mitigations.</p>	<ul style="list-style-type: none"> • Provides work on time and to required standard. • Plans a wide range of simple tasks or a small number of complex ones. • Workload delivered within deadlines and to agreed standards.
<p>Agility and Flexibility: Adapts and works effectively in different situations and able to carry out a range of tasks, remaining calm and level headed under pressure. Remains positive and puts challenges in perspective.</p>	<ul style="list-style-type: none"> • Reliable and flexible in response to work priorities, issues and pressures. • Receptive and contributes to new ideas and approaches and adapts accordingly. • Handles conflicting priorities and deals with the unexpected.

Changes to Job Description

From time to time it may be necessary to consider changes in the job description in response to the changing needs of the organisation and nature of our work environment– including changes to our annual plan. Such change may be initiated as necessary by the manager of this position and any changes will be discussed with the position holder before being made. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance review cycle.

Agreed:

Manager

Date

Employee

Date