



Position Description

Kaiwhakahaere Whatunga: Network Administrator

Our Vision

A South Dunedin that is a great place to live, work and play.

Our Mission

To build connection and support people to use their voice to create a vibrant and safe future together in South Dunedin.

Our Goals

To advocate for South Dunedin.

To celebrate South Dunedin.

To connect South Dunedin.

To communicate with and be informed by the people of South Dunedin.

Our Values

Teamwork: We work together to meet community needs.

Respect: We strive to build trust and show respect for others.

Accountability: We are accountable for our actions.

Leadership: We inspire and lead by example.

Integrity: We are open and honest.

Consideration: We care for and are considerate of our colleagues.

Excellence: We learn from the past and seek to improve.

Cultural Competence: We respect and hold space for all cultures.

Position Purpose.

The purpose of this role is to support and facilitate the South Dunedin Community Network's vision, mission and goals by:

- providing manaakitaka,
- working alongside and assisting the Network Manager
- excellent oversight of daily, weekly, fortnightly, monthly and annual administration, operation.

Position Responsibilities (Overview)

Manaakitaka	All stakeholders, colleagues and people visiting the community rooms feel welcomed, included and supported.
General Administration	Emails are promptly addressed and actions are followed through to completion, the shared calendar is kept up to date, information is available and current, supplies and lists are maintained, meetings and events run smoothly and colleagues and other stakeholders feel supported.
System Maintenance	Our digital and paper filing systems are maintained and improved and information and documents are readily accessible.
Technology Support	Our technology is fit for purpose and running smoothly. Colleagues, the Rōpū and other stakeholders feel supported and are using technology effectively.
Health and Safety	Health and safety procedures are implemented and compliance requirements are met.
Community room Bookings	The rooms are fully utilised, bookings are effectively managed, the environment is safe, clean and lively and those using the rooms feel supported and welcome.

Responsibilities for all Staff

Please also see responsibilities for all staff on page 6 and 7 of this position description

Position Responsibilities, Tasks and Performance Measures

1. Manaakitaka

- Be present to greet and welcome members of our community and visitors for all agreed office hours.
- Assist all members and visitors in a timely, welcoming and friendly manner.
- Treat all members and visitors with dignity and respect.
- Meet requests, answer enquiries, propose solutions, suggest alternatives, offer assistance and where useful, direct people to others that can help.
- Maintain reception area and community rooms to an appropriate standard of presentation.
- Self regulate, present professionally and utilise de escalation strategies to ensure safety and well-being of self and others.

Performance Measures

Stakeholders, colleagues and people visiting the community rooms feel welcomed, included and supported.

2. General Administration

- Monitor and Manage the Admin email accounts.
- Respond to all emails and calls in a timely, kind and professional manner and pass on clear and accurate messages for appropriate people to take action.
- Update information pamphlets, posters and resources to ensure that these are engaging, available and current including window displays, facebook and digital noticeboard.
- Set up, manage and maintain the annual shared calendar and ensure this is kept current with important dates.
- Write correspondence, prepare reports and documents, print, scan, bind, laminate and file documentation as required.
- Order and oversee stationery, kitchen, cleaning and general supplies.
- Receive and sign for deliveries and manage mail including clearing the mail box as required.
- Keep all essential lists up to date including: contacts, passwords and key register.
- Coordinate meetings including sending invites, preparing documentation, booking venues, arranging catering, setting up the room, providing IT support, write minutes and follow up actions as required.
- Assist in the planning and coordination of events including set-up and pack-down
- Carry out additional, reasonable administrative functions as directed to support the manager including: sourcing information, resolving problems, organising and scheduling appointments, planning and prioritising, meeting deadlines, providing reports and improving systems.

Performance Measures

Emails are promptly addressed and actions are followed through to completion, the shared calendar is kept up to date, information is available and current, supplies and lists are maintained, meetings and events run smoothly and colleagues and other stakeholders feel supported.

3. System Maintenance

- Sort, clearly label, accurately and logically file hard copy and digital documentation.
- Ensure that all information is accessible and easily located.
- Identify areas for improvement and potential solutions.
- Implement agreed improvements in consultation with the manager.
- Keep an up to date written record of how to use and access our systems.
- Use initiative to improve efficiency and organisation of day to day responsibilities.

Performance Measures

Our digital and paper filing systems are maintained and improved and information and documents are readily accessible.

4. Technology Support

- Support members of our organisation to use our technology.
- Oversee and manage the digital noticeboard, photocopier, speakers and projector
- Monitor and resolve IT issues promptly- outsourcing as required
- Keep an up to date written record of how to use and access our technology.
- Provide staff and Ropu with technology training as required.

Performance Measures

Our technology is fit for purpose and running smoothly. Colleagues, the Rōpū and other stakeholders feel supported and are using technology effectively.

5. Health and Safety

- Create RAMS for events as required.
- Assist with updating Health and Safety policies and with Health and Safety Audits.
- Ensure the facilities and equipment at the Rooms are maintained in accordance with Health and Safety requirements.

Performance Measures

Health and safety procedures are implemented and compliance requirements are met.

6. Community Rooms Coordination

- Coordinate and schedule bookings for the community rooms.
- Keep the shared calendar up to date with room bookings.
- Maintain accurate records of individuals and groups using the rooms for the purposes of safety, monitoring and evaluation by the Rōpū and other stakeholders including grant agencies.
- Provide keys to groups and maintain an accurate key register
- Provide a welcoming and well-organised venue and ensure the rooms have the supplies that are needed.
- Ensure use and design of the rooms is informed by the needs of those using the rooms.
- Provide support with the management and maintenance of the community rooms including liaising with the DCC property manager.

- Provide high quality support, communication and coordination to everyone (individuals, agencies and groups) working within the Rooms
- Anything that requires attention is acted upon quickly with regular updates to the Network Manager on progress
- Contribute to organising and coordinating marketing and social media activities that raise the Room profile
- Ensure signage is kind, considerate and establishes clear expectations and boundaries.
- Ensure the facilities and equipment at the Rooms are maintained in accordance with Health and Safety requirements and kept at all times in a neat, clean and tidy manner.

Performance Measures

The rooms are fully utilised, bookings are effectively managed, the environment is safe, clean and lively and those using the rooms feel supported and welcome.

7. Recruitment, Onboarding and Offboarding

- Upload job advertising and job descriptions to Seek and other platforms as required.
- Process job applications, arrange interview times, prepare employment contracts and letters of offer.
- Support new staff with onboarding documentation including IRD forms and Police Vetting.
- File signed contracts and process onboarding documentation.
- Set up email accounts and login details for new staff, Ropu, volunteers and umbrella groups.
- Coordinate and facilitate onboarding for systems, IT and operations.
- Maintain up to date employment records.
- Update the charities register after annual AGM to ensure registered charity data and officer information is correct and kept up to date.
- Coordinate staff and volunteer celebrations and farewells including morning teas and gifts.
- Monitor access to Google workspace and remove or modify access as required.

Performance Measures

Recruitment, induction, onboarding and offboarding documentation and processes are developed and implemented in consultation with the Network Manager.

Responsibilities for all Network Staff

Strategic Goals	<ul style="list-style-type: none"> • Work with the team to assist achievement of strategic goals. • Act as an advocate for the Network. • Utilise local knowledge and networks to introduce and assist the team with community engagement and network development.
Te Tiriti o Waitangi	<ul style="list-style-type: none"> • Work with the team to ensure the principles and articles of Te Tiriti o Waitangi are understood and applied through the work of the SDCN. • Engage fully with training and other opportunities to learn from and with the local Runaka in order to ensure the Network is a place of safety and usefulness for Mana Whenua.
Cultural Competence and Literacy	<ul style="list-style-type: none"> • Work alongside Maori, Pasifika and other ethnic groups to ensure all members of the community have access to the facilities and the opportunity to participate in community activities and events. • Upskill as required to ensure that service delivery is culturally sensitive and appropriate including correct pronunciation of names, greetings and use of personal pronouns.
Teamwork	<ul style="list-style-type: none"> • Attend and actively engage with team meetings and team events. • Meet regularly as required with the Network Manager. • Contribute to team planning and take responsibility for completing your assigned tasks in a timely manner. • Pitch in and help out with community events, occasionally outside of office hours • Be respectful of your team members and behave in a way that is uplifting, open minded and considerate. • Offer recommendations and use initiative to improve service, work practices or work flow.
Communication	<ul style="list-style-type: none"> • Demonstrate warmth, generosity, compassion, kindness, patience, good boundaries and self-regulation in interpersonal and written communication. • Ensure communication is professional, respectful, considerate, relevant and appropriate to the audience. • Constructive feedback is provided with care and compassion and received with graciousness. • Maintain confidentiality and respect privacy rights. • Raise concerns directly and as soon as possible with the Network Manager, Chair or other member of Rōpū as appropriate. • The Network Manager is briefed on emerging concerns, stresses, trends, possible risk areas, as well as new opportunities.
Health, Safety and Self Care	<ul style="list-style-type: none"> • Actively engage in facilitating a safe and healthy work environment. • Identify, report and where appropriate eliminate or reduce hazards, accidents, incidents and stressors that may cause risk or harm. • Complete incident management forms. • Monitor personal stress levels and seek support, supervision and EAP when required and as a preventative measure.

Work environment and equipment	<ul style="list-style-type: none"> • Keep your own work area clean and ensure the rooms are tidy, tables are wiped down, dishes and the kitchen area are clean. • Take responsibility for your work computer and phone and ensure that these and any other valuables are locked away at the end of the work day. • Turn off heating and lights and lock up if you are the last to leave.
Professional Development	<ul style="list-style-type: none"> • Engage proactively and openly with performance review • Professional and personal developmental goals and objectives are developed and align with SDCN objectives. • Self-responsibility is demonstrated in relation to professional development and acquiring of skills to carry out designated tasks.

Relationships

Your key reporting relationship is with the Network Manager. From time to time you may also need to report directly to the Chair and the Network Ropu.

Internal Relationships	External Relationships
<ul style="list-style-type: none"> • Manager • Team • SDCN Chairperson • SDCN Ropu • SDCN Volunteers • Community Groups • Umbrella Groups 	<ul style="list-style-type: none"> • Community organisations within South Dunedin and in the wider city • Government agencies • Local businesses