

# Position Description Office Administrator

**Title:**

Office Administrator

**Company:**

The Tatua Co-operative Dairy Company Limited (Tatua)

**Role Purpose:**

To provide a welcoming and professional first point of contact for Tatua, ensuring exceptional service and efficient administrative support across the organisation.

**Key Responsibilities:**

- Create a positive and professional first impression of Tatua by greeting visitors warmly and efficiently.
- Manage reception, email requests, and the telephone system with professionalism and promptness.
- Deliver effective and efficient administration support to internal and external customers.
- Provide administrative assistance to the Executive Assistant, People & Capability Team and Tatua Leadership Team.
- Oversee the administration building facilities, including the Board Room, ensuring they are maintained to a high standard and ready for use.
- Co-ordinate services and supplies for the building facilities including:
  - Catering arrangements
  - Meeting rooms clean and prepared
  - Adequate stationery supplies
  - Operational equipment (printers, binder, laminators, photocopiers).

**Reporting Relationships:****Reports to:**

Executive Assistant

**Direct Reports:**

None

**Key Relationships:**

Executive Assistant  
People & Capability  
Corporate Administration  
Finance & Accounts  
ICT department  
All staff on site

**Authorities & Financial Responsibilities:**

None

**Key Responsibilities:**

In descending order of importance describe the key important and discrete accountabilities

Key Responsibility	% of time
Office Administration	70
Visitor system management	10
Executive Assistant Administration	10
People & Capability Administration	10

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### Key Result Areas (KRAs):

KRAs:	Measures:
Administration Support	<ul style="list-style-type: none"> <li>Create a welcoming and comfortable environment in the reception area, by demonstrating empathy and professionalism at all times.</li> <li>Identify customer and visitor needs and make appropriate referrals.</li> <li>Ensure the reception area (including the building exterior) is clean, tidy and presentable on a daily basis.</li> <li>Maintain a clean and tidy immediate workspace and assist with general organisational requirements of the Tatua Administration Building.</li> <li>Answer all calls to the Tatua main line promptly in a warm and professional manner.</li> <li>Act as system administrator for the visitor management system, ensuring information is accurate and up to date.</li> <li>Produce visitor statistics and report anomalies or security breaches promptly to the General Manager People &amp; Capability.</li> <li>Produce accurate documents within agreed time frames.</li> <li>Organise and prioritise workload to maintain a regular flow of tasks within acceptable time frames.</li> </ul>
People & Capability Support	<p><b>Support the People &amp; Capability Team:</b></p> <ul style="list-style-type: none"> <li>Provide general administrative support, including data entry, meeting preparation – including room bookings and catering requests, recruitment advertising (digital noticeboard) and supporting the on-boarding process.</li> <li>Liaise with Senior P&amp;C Business Partner on the P&amp;C workload to offer additional assistance.</li> </ul>
Tatua Leadership Team Support	<ul style="list-style-type: none"> <li>Organise catering requests.</li> <li>Provide administrative support – preparation of documents, bulk mailing.</li> <li>Provide general administrative support to the Executive Assistant including event management, document preparation, Boardroom meeting preparation.</li> </ul>
Finance	<ul style="list-style-type: none"> <li>Process People &amp; Capability purchase orders accurately and in a timely manner, ensuring reports are distributed as required.</li> <li>Maintain the gift cards spreadsheet and provide details to the Financial Accountant for month end reporting.</li> <li>Maintain the register for Tatua baby gifts and provide details to the Financial Accountant for month end reporting.</li> <li>Distribute Road User Charges and car licenses (rego) received from NZ Transport to the relevant people.</li> </ul>
Staff Communication	<ul style="list-style-type: none"> <li>Oversee content on the digital noticeboard; ensuring material is updated and cleared when appropriate. IT to liaise with Office Administrator on improvements and upgrades.</li> <li>Liaise with departments to source new material, ensuring consistency in format and appropriateness.</li> <li>Manage and publish the <i>Tatua Times</i> at least three times a year.</li> <li>Ensure adequate stock of baby gifts and onesies is maintained and distribute promptly upon notification of an employee's baby arrival.</li> </ul>
Catering, administration, café and meeting rooms (including Boardroom)	<ul style="list-style-type: none"> <li>Manage and book all catering requests, ensuring cost appropriate options are sourced.</li> <li>Assist with bookings for the Board Room and other meeting rooms.</li> <li>Support housekeeping of meeting rooms (including the Board Room) and the Administration Café ensuring cleanliness is maintained throughout the day. Undertake cleaning tasks if cleaners are unavailable.</li> <li>Monitor and maintain the Administration Café, including daily replenishment of refreshment facilities and coordination with the cleaners to ensure adequate supplies are available.</li> </ul>
Mail Services	<ul style="list-style-type: none"> <li>Ensure all incoming and outgoing mail is processed, distributed, and posted daily.</li> <li>Maintain the integrity of inward and outward correspondence and filing systems.</li> <li>Liaise with couriers to ensure prompt collection and delivery of parcels.</li> </ul>

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Consumables	<ul style="list-style-type: none"> <li>• Order stationery and computer consumables for all departments.</li> <li>• Supervise office machinery e.g. photocopiers, laminators, assist staff with such equipment use, maintain consumables (e.g. paper, toner, staples) and arrange servicing when required.</li> <li>• Order consumables for the coffee machine in the Administration Café.</li> <li>• Liaise with TIMG on the ordering and removal of secure document destruction bins, storage boxes and disposal services.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>• Carry out all work in a safe manner and comply with company and workplace health and safety procedures.</li> <li>• Identify new hazards and report them to the manager or workplace H&amp;S representative/co-ordinator within 24 hours of identification (or sooner if required).</li> <li>• Accurately report any incidents and accidents to the manager or workplace H&amp;S representative/co-ordinator as soon as possible.</li> </ul>
Projects	<ul style="list-style-type: none"> <li>• Manage special projects according to an agreed project plan and objectives, ensuring timely delivery.</li> </ul>

### **General:**

- To follow any lawful or reasonable instruction made by the employer
- To be present at work and to work faithfully and honestly
- Demonstrate our values

### **Key Skills / Knowledge / Experience Required**

#### **Essential Experience / Qualities Required:**

- Office administration/management experience
- Accounts payable experience
- Microsoft Office Suite (or similar), Outlook, Sharepoint, Microsoft Teams
- High standard of personal presentation

#### **Desirable Experience Required:**

- Digital communication experience
- Visitor system database administration

### **Personal Qualities:**

<b>Competency</b>	<b>Behaviour</b>
Relationship Building	<ul style="list-style-type: none"> <li>• Works collaboratively with team members and internal/external stakeholders to achieve organisational goals.</li> <li>• Demonstrates empathy, active listening and appropriate interpersonal skills. Builds appropriate rapport.</li> <li>• Uses diplomacy and tact in all interactions.</li> </ul>
Written and Verbal Communication	<ul style="list-style-type: none"> <li>• Communicates clearly and succinctly across various settings, styles and audiences.</li> <li>• Delivers messages that achieve the desired outcome.</li> </ul>
Working Autonomously	<ul style="list-style-type: none"> <li>• In most situations performs to expected standards with minimal guidance.</li> <li>• An independent, self-starter.</li> <li>• Anticipates tasks without instruction and completes them accurately and appropriately.</li> </ul>
Planning	<ul style="list-style-type: none"> <li>• Accurately scopes out lengthy tasks/projects and meets deadlines consistently.</li> <li>• Sets clear objectives and goals.</li> <li>• Anticipates and adjusts for problems and roadblocks to ensure successful outcomes.</li> </ul>