

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

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

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:

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