



*Valuing, respecting and utilising people's mental health experiences  
Ka wāriu ka whakaute a ka whakapau e ngā wheako mate a hinengaro o ngā tangata*

## **Team Administrator (Full-time)**

### **JOB DESCRIPTION**

#### **Overview**

Kites Trust is an organisation that values, respects, and Utilises people's experiences of mental health. We work to ensure that people who experience mental health crises and/or addiction have equal opportunities to live, work, and participate in the community. Our core belief is that consumer leadership is the key mechanism to achieving our goal of social inclusion for people who experience mental health distress and/or addiction.

#### **Our Values**

- **Integrity:** Following our ethical principles  
*Whaia tō mātou whanonga pono tika*
- **Creativity:** Developing new ideas and applying innovative approaches  
*Te whakatipuranga i ngā kaupapa hōu me te whakamahia i ngā ara auaha hoki*
- **Collaboration:** Being cooperative and working well with others  
*Whakaaro ngātahi tetahi ki tetahi*
- **Social Justice:** Acting with respect, fairness, and equality  
*Me mahinga tatou kit e whakaute tika me te ōritetanga i ngā mea katou*
- **Openness:** Being honest, respectful, and courageous  
*Te pononga, te whakaute me te mā*

#### **Cultural Responsiveness**

Kites Trust is committed to the active promotion of and adherence to Te Tiriti o Waitangi. This is reflected in our Trust Deed and demonstrated through our values and practices of whānaungatanga, manaakitanga, and oritetanga. We seek to improve our responsiveness not by what we say but by what we do. We accept Te Tiriti o Waitangi as the founding document of Aotearoa New Zealand and that it is a constant and unchanging statement of partnership, tino rangatiratanga, and mana motuhake. We recognize Māori as tangata whenua of Aotearoa New Zealand and believe Māori can define their own priorities and develop their own capacity for delivery of services to their communities.

## **Job Purpose**

To provide the core administrative support for Kites Trust to ensure the smooth running of the office on a day-to-day basis.

## **Location**

This role will be primarily based at the Kites Trust office with flexibility to work for up to two days remotely. We are located on Riddiford Street in Newtown in Wellington.

## **Reports to**

The Team Administrator will report to the Service Manager and, when required, the Chief Executive's Executive Assistant.

## **Schedule**

This is a part-time role with 32 hours a week. Kites Trust is open from Monday through Thursday. The Kites Trust Office hours are 9:00 am – 5:00 pm.

## **Compensation**

Rate: \$28 per hour.

## **Role Profile Specification**

### **Required Personal Attributes & Skills**

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Outstanding communication, negotiation, interpersonal, and influential skills to foster positive relationships internally and externally.
- Strong problem-solving abilities.
- Ability to develop and manage systems.
- Excellent planning and organising skills, including time-management skills and proven track record of follow-up and follow-through on tasks and administrative processes.
- Ability to develop and maintain relationships with stakeholders and key community networks with specific emphasis on promoting and sustaining a peer support service.
- Sufficient emotional maturity, professionalism, and ability to work well within a team, to receive and apply feedback and to be accountable for work outcomes.
- High level of computer literacy and at least intermediate skills in using Microsoft Suite, including Excel, Word, Outlook, PowerPoint, and emails. This includes the ability and willingness to learn Excel formulas and calculations.

- Demonstrated ability to write professional business correspondence and utilise email for official communications.
- Align with our organisational values, understand the social model of disability, and practise non-discriminatory attitudes and behaviours (essential).
- Emotional regulation (essential).
- Strong self-reflection and self-accountability skills including the ability to separate own emotional response from work (essential).
- Professional approach (essential).
- Positive approach to change (essential).

## Position Tasks and Responsibilities

### Key Responsibilities

- **Internal Relationships:** Develop and maintain relationships with Kites colleagues and management.
- **External Relationships:** Work in collaboration with consumers/tangata whai ora, agencies, service providers, funders, government departments, and community networks. Liaise and develop networks with other peer support organisations and groups. Connect and explore opportunities for Kites Trust to support the organisation's strategic plan.

### Key Skills & Tasks

- **Administrative Functions:** Execute the administrative functions of the organisation efficiently and effectively.
- **Project Administration:** Oversee project administration to ensure the achievement of organisational objectives.
- **Team Management:** Manage and organise the administration team, if applicable, to ensure smooth operations.
- **Accounts Assistance:** Help with accounts, including some accounts receivable/payable tasks.
- **Ad Hoc Administrative Tasks:** Perform various administrative tasks as part of a team-oriented culture, such as answering phones, scanning, and filing.
- **Report Production:** Assist in the production of monthly and ad hoc reports.
- **Document Preparation:** Aid in the preparation of documents for meetings.
- **Meeting Coordination:** Arrange and coordinate meetings and other forums, including developing agendas, taking minutes, preparing and coordinating reports, preparing presentations, and arranging facilities, social events, accommodation, and catering.
- **Legislative Updates:** Stay informed about changes to the Charities Act and other relevant legislation and inform management accordingly.

- **Recruitment and On-boarding Administration:** Assist with the recruitment process, including posting job advertisements, scheduling interviews, and conducting reference checks. Coordinate the on-boarding process for new employees, ensuring all necessary documentation and training are completed.
- **Event Coordination:** Plan and coordinate events and meetings, ensuring all logistical details are managed, including venue booking, catering, and equipment setup.

### **Professional Training and Development**

- Develop and maintain reflective work practice.
- Develop and regularly review a personal work plan with the Service Manager.
- Be self-managing and take personal responsibility for work outcomes.
- Identify if you cannot complete a task and tell the appropriate person.
- Identify and apply for appropriate training and learning opportunities.
- Undertake own training and development as identified by annual performance appraisal.

### **General Administration**

- Stay up to date with IT requirements and current applications.
- Ensure IT equipment and systems are adequate for the required uses and Kites staff can utilise them effectively.
- Contribute to Kites' day-to-day operations, including greeting visitors to the office, answering the phone, participating in forums, attending meetings on behalf of Kites, and participating in staff recruitment as needed.
- Support Kites' development by participating in quality improvement activities, contributing to external accreditation processes, and engaging in strategic planning, as well as the production of annual business and work plans.
- Perform other administrative duties as needed to support the smooth running of the Kites office and operations.

Kites seeks to increase the social inclusion of people who experience mental distress. Kites' environment and our ways of working suit people who enjoy working in a team as well as being able to be self-motivated and undertake tasks alone. In addition, staff need to think laterally, be prepared to take risks, be adaptable, and challenge the status quo. We seek staff who demonstrate honesty, personal integrity, and who can think laterally and be creative.

A large part of our work is to educate and change discriminatory attitudes and behaviours, especially against people who experience mental distress. It is essential that staff align with our organisational values, understand the social model of disability, and practise non-discriminatory attitudes and behaviours.

## **Communication**

Communication is a large part of our work. Staff need to have excellent communication skills and be able to communicate appropriately with people and audiences from different and diverse backgrounds. This includes having a pleasant phone manner and being welcoming and positive with people.

### **Communication skills required include**

- Good comprehension.
- Analysis and Interpretation.
- Ability to summarise and paraphrase.

A significant amount of our work and communications are computer-based. Staff need to be confident with using a computer, have high competency, and be prepared to learn new applications as required.

## **Organisational Skills**

### **Kites seeks staff who can**

- Effectively self-manage, including asking for assistance when necessary.
- Develop and maintain positive working relationships.
- Have capacity to gather information from diverse sources.
- Be flexible and have a commitment to shared organisational responsibilities.

We place high importance on mental health and wellbeing. Kites is committed to creating a workplace environment that can enable each employee to reach their full potential. Kites will discuss workplace accommodations. We acknowledge the value of having fun at work as well as taking what we do seriously.