

POSITION DESCRIPTION: RECEPTION & OFFICE ADMINISTRATOR

Background	<p>THINK Hauora is a network that designs, delivers, and supports primary health care services across Ōtaki, Horowhenua, Manawatū and Tararua.</p> <p>THINK Hauora has a strong focus on equity and a commitment to collaborating and partnering with others to improve outcomes for our communities.</p> <p>This position description (PD) captures the expected functions of the position and is reviewed from time to time as required and considered as part of the annual performance review process.</p>	
Primary Functions	<p>The Reception & Office Administrator provides critical frontline reception, operational administration, and business services support. This diverse role acts as the “front face” of THINK Hauora, embodying our core values while keeping our office infrastructure, corporate assets, and quality tracking systems running seamlessly daily</p> <p>They do this through:</p> <ul style="list-style-type: none"> • Reception management • Office administration and operational support • Quality & business services coordination • Supporting organisational preparedness. • Upholding Te Tiriti o Waitangi in the work of the Strategy and Enablement group 	
Reports to	Quality and Business Services Manager	
Direct reports	N/A	
Functional Relationships	<p>Internal</p> <ul style="list-style-type: none"> • THINK Hauora Board & Committees • Senior Leadership Team (SLT) • THINK Hauora Teams 	<p>External</p> <ul style="list-style-type: none"> • Te Whatu Ora • Ministry of Health (MoH) • General Practice Teams (GPTs) • Te Tihi o Ruahine • Iwi and Māori providers • Primary Health Organisations (PHOs) • Researchers • Streamliners • Other service providers
Primary Location	Based in the offices of THINK Hauora, Palmerston North, with some travel within the THINK Hauora region.	
Salary Range	Relevant to skills and experience to undertake the role	
Nature of Position	Permanent, full-time position (1.0 FTE)	
Hours	Forty (40) hours per week (1.0 FTE), Monday to Friday. Hours to be worked are generally between 7.30am and 5pm as agreed however some flexibility of hours will be required	
Status as described in the Children’s Act 2014	In line with the Children Act 2014 and our service agreement with Health New Zealand, this position has been identified as a Non-Core Worker position.	
Health and Safety	All staff and governance at THINK Hauora participate in health and safety management practices, ensure that work is done in a safe environment, reports and works to eliminate,	

	<p>isolate, or minimise any hazards, and applies THINK Hauora’s health and safety policies and procedures.</p> <p>Staff must act to ensure that THINK Hauora complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation.</p> <p>Be able to demonstrate actions in an emergency that are specific to the workplace and are designed to keep individuals safe.</p>
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ORGANISATIONAL VISION, MISSION, and VALUES	
Our Strategy	THINK Hauora 2019-2025 Strategy supported by Ka Ao, Ka Awatea, Māori Health Strategic Framework
Our Vision	Tūhonotia te hapori ki te Ora – Connecting Communities for Wellbeing
Our Strategic Aims	<p>Whānau Ora: Developing a Whānau Ora approach to accelerate and ensure equity of Māori health outcomes</p> <p>Equity: Driving equity of outcomes through people, community voice and data</p> <p>Access: Ensuring access to health care is easy, available, cross-sectors</p> <p>Value: Creating value through teams, technology, and performance</p> <p>Innovation: Activating innovation, engagement, and delivery of excellence</p> <p>Networking: Enabling networking and relationships to achieve partnerships</p> <p>Growth: Driving sustainability through system and alignment focus</p>
Our Values	<p>Trust: Maintaining open and honest relationships</p> <p>Respect: Embracing diversity, uniqueness, and ideas</p> <p>Unity: Valuing strengths and skills</p> <p>Accountability: Working in a transparent and responsible manner</p> <p>Courage: Participating with confidence and enjoyment</p>
Equity	THINK Hauora is committed to improving access to services and achieving equity of health outcomes across communities. We provide support and guidance to the wider workforce to do the same. THINK Hauora believes in equity and requires staff to “stop, look, listen and think” about how they can design, develop, and deliver services that create and maintain equitable environments to effect change and ensure that whānau flourish.
Commitment to Te Tiriti o Waitangi:	<p>THINK Hauora is committed to Te Tiriti o Waitangi and is an exemplar Te Tiriti Partner whose Board and employees actively contribute to the achievement of Pae Ora (Healthy Futures for Māori) across our rohe. We maintain this by expressing and activating the five principles of Te Tiriti o Waitangi across all layers of our Organisation.</p> <p>Tino Rangatiratanga Self-determination Mana Taurite Equity Whakamarumarutia Active Protection Kōwhiringa Options Pātuitanga Partnership</p> <p>Our suite of policies will actively ensure Pae Ora is realised through the pathways of Whānau Ora (Healthy Families), Mauri Ora (Healthy Individuals), Wai Ora (Healthy Environment).</p>

KEY RESPONSIBILITIES		
Key Competency	Activities	Expectations
Reception Management	<ul style="list-style-type: none"> • Manage the front desk and greet all visitors, clients, and external vendors with warmth, empathy and professional hospitality • Answer, screen, and route incoming phone calls, emails and visitors to correct areas. • Ensure client attendance is managed and logged in Patient Management Systems (PMS) and update client details as required. Provide support in scheduling and notifying of appointments where appropriate. • Support a safe, welcoming and appropriate office environment at the THINK Hauora 200 Broadway, Palmerston North office 	<ul style="list-style-type: none"> • Warm and engaging “front face” for the organisation • Relationships with other tenants are well managed • Proactive in identifying opportunities to improve efficiency and effectiveness of office administration activities
Office administration	<ul style="list-style-type: none"> • Maintain appropriate levels of office supplies – stationery, kitchen provisions and general corporate supplies • Keep and maintain an up-to-date log of any office faults, issues and concerns. • Engage with suppliers to resolve office maintenance issues • Maintain day-to-day administrative relationships with building co-tenants. • Monitor secure entry zones, manage guest badges, and log the assignment of office swipe cards and keys. • Assist with logistics, servicing and repair management of THINK Hauora pool vehicles • Assist in booking and use of meeting and clinic rooms • When required, support room set-up, catering and travel requirements for on-site or off-site events or meetings. 	<ul style="list-style-type: none"> • Administration is accurate and timely. • Effective office management • Timely resolution and (if needed) escalation of faults, issues and concerns • Administrative and coordination duties completed in a timely manner.
Quality & Business Services Coordination	<ul style="list-style-type: none"> • Provide accurate data-entry support for core quality management and clinical/corporate incident tracking systems. • Assist in collating and formatting evidence packs and data reports for external health and quality audits. 	<ul style="list-style-type: none"> • Work is accurate, completed to a high standard, and within set deadlines • Competing priorities and work pressures are proactively raised with managers for early support and resolution • Reporting and documentation requirements are met • Reporting and documentation requirements are met

	<ul style="list-style-type: none"> • Provide administrative support to the wider Strategy & Enablement team when required. • Provide project support and co-ordination for key cross-organisational work programmes • Support preparation of project reports and documents as required 	<ul style="list-style-type: none"> • Confidentiality is maintained
Support organisational Emergency Preparedness	<ul style="list-style-type: none"> • Under guidance, take a lead for THINK Hauora for fire and emergency drills at 200 Broadway Avenue • Act as the primary physical contact point to guide paramedics or fire crews on-site during and incident. • Ensure all emergency exits and evacuation pathways stay completely clear of stock, boxes and deliveries. • Maintain records of critical on-site supplies and stock levels to support THINK Hauora staff and visits. • Assist with stock ordering, rotation and tracking processes. 	<ul style="list-style-type: none"> • Records of supplies are up to date • Any issues are reported and escalated appropriately • Fire and evacuation drills are organised every six-months
Other Duties	<ul style="list-style-type: none"> • Carry out other duties as requested by your Manager 	<ul style="list-style-type: none"> • Readily performs activities that contribute to the role and the THINK Hauora strategy as requested and required
Health and Safety	<ul style="list-style-type: none"> • Report and work to eliminate, isolate or minimise any hazards. • Participate in health and safety management practices for all employees 	<ul style="list-style-type: none"> • Ensure that work is done in a safe environment. • Apply the organisation's health and safety policies and procedures.

PERSONAL SPECIFICATIONS	
Qualifications	<ul style="list-style-type: none"> • Level 3 NZ Certificate in Business (Administration and Technology) and/or relevant administration experience
Essential	<ul style="list-style-type: none"> • 3+ years of office management, reception, or corporate support experience within a busy environment. • A high degree of proficiency with Outlook, MS Office applications. • Effective communicator with the ability to build relationships and interact at all levels of organisation. • Excellent judgement with a strict commitment to maintaining patient, client, and organisational privacy. • A positive and practical approach to work, with a problem-solver attitude. • Flexible, adaptable and resilient. • Strong organisational skills to complete work by time-sensitive deadlines. • Experience in operating in a constantly changing environment where priorities change, and relationships are key.

Desirable	<ul style="list-style-type: none">• Experience with SharePoint and Cloud environment.• Knowledge of the health system and broader health sector
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EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

Management Representative (print then sign) Date:

And

Employee (print then sign) Date: