

National Administrator

Purpose

Our mission is that Te Whakarōpūtanga Kaitiaki Kura o Aotearoa – New Zealand School Boards Association (NZSBA) is the leader for effective school governance Whakamana! Whakaora! ki Te Tiriti o Waitangi.

To this end, Te Whakarōpūtanga wants Effective Governance and Student Success to be interwoven ki ngā kura katoa o Aotearoa.

Who we are

Te Whakarōpūtanga Kaitiaki Kura o Aotearoa – New Zealand School Boards Association (NZSBA) is the professional body for school boards in New Zealand, representing and advocating for our members and providing services to all state and state-integrated schools and kura.

NZSBA is at the heart of school governance. We influence and inform policy and sector outcomes; we support and enable school boards to flourish; we connect like-minded people through our learning and networking opportunities; we strengthen communities by helping students achieve.

Te Whakarōpūtanga Kaitiaki Kura o Aotearoa was established in 1989, following the introduction of New Zealand’s largest school reform, Tomorrow’s Schools. We are a not-for-profit incorporated society with charitable trust status.

Our service delivery arm, **GovHub** School Board Services, provides support to all board members via Ministry of Education funding, while our membership arm provides independent advocacy for school boards to the government and the rest of the education sector. Approximately 80% of all school boards are members, enjoying access to exclusive regional and national events, benefits and discounts, as well as a direct say in how we advocate.

What we do

GovHub is the operational arm of the NZ School Boards Association. Our [Ministry of Education funding](#) provides for employment and governance advisory services, as well as learning and professional development opportunities for school board members. This is available free to all state and state-integrated school boards. We offer other services to schools on a fee for service basis.

Our Values

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| • Kaitiakitanga | A sense of guardianship through being of service |
| • Connection | Relationship, unity and whanaungatanga to people and planet |
| • Tino Rangatiratanga | Recognising autonomy and self-determination |
| • Integrity | Where values and actions align to create a sense of wholeness |
| • Inclusiveness | Actively promoting equity and fairness |

Position description

Position purpose

The National Administrator will be responsible for providing critical administrative support services for both internal and external stakeholders of both NZSBA (membership arm) and GovHub (operational arm).

As part of Shared Services, the National Administrators work together as a cohesive and integral team both nationally and regionally, to provide an effective level of service which meets the day-to-day requirements of the organisation.

Position details

Responsible to	Director Shared Services
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Functional relationships	Chief Executive Officer Organisational Leadership Group (OLG) NZSBA/GovHub Staff NZSBA President NZSBA Board Members & Regional Chairs/Executive
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Staff	Nil
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External relationships	GovHub Providers NZSBA/GovHub Suppliers
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Key responsibilities

Phone & Email Triaging

- Answering & resolving queries received via the 0800 number, or any local landlines as directed.
- Reviewing and triaging emails via shared email accounts, e.g. admin@, database@, ict@, copyright@ etc. as directed.
- Answering & resolving NZSBA membership queries received via phone or email.

Facilities Management

- All tasks relating to building (tenancy) management.
- Care of building equipment, including kitchen appliances, printers, photocopiers etc. and maintain and order consumables.
- Stationery orders.
- Health & Safety monitoring within the office environment.

On-Site Hui/Meetings (e.g. staff, inductions, NZSBA Board, Regional Executive)

- Venue setup.
- Catering requirements.
- Travel requirements.

Off-Site Hui/Meetings/Conferences (e.g. ASF Induction, Staff Hui)

- Event management – construct and maintain attendee lists, travel requirements etc.
- Catering and dietary requirements.
- External events (e.g. meals out).
- Booking attendees' flights.

Travel Arrangements

- Booking flights.
- Booking accommodation.
- Booking rental cars
- Maintain and distribute taxi cards/chits.

Vehicle Management

- Maintain vehicle database (make, model, registration number, lease term etc.)
- Maintain fuel cards via online portals – Z & BP.
- Monitor and assist with vehicle insurance claims.
- Monitor and replenish car kits.

Live Events (face to face and webinars)

- Planning and/or scheduling and configuration on NZSBA/GovHub's event management software.
- Promotion of events via direct email marketing campaigns.
- Organise venue booking.
- Organise catering.
- Book Provider travel and accommodation.
- Complete SoW (Statement of Work) and invoice approvals for Providers.
- Complete end of event surveys and follow ups.

Provider Contractors

- Issue and maintain annual Provider contracts as directed.
- Act as GovHub point of contact for any Provider issues/queries.

Organisational Policy & Process

- Assist Director Shared Services to construct, review, update and maintain organisational policy, processes and/or standard operating procedures within both Shared Services and the wider organisation.

Miscellaneous Administration

- Review and provide updates of Gazette notices.
- Packaging and archiving of records to TIMG.

- Maintain GovHub's core database system, including Board Member Update triage and validation.
- ESS Overflow or backup provided to the HR Advisor when needed (i.e. during annual leave).
- Staff leaving and/or recognition gifts, including research, purchase and distribution.
- Opening and/or distribution of mail/courier deliveries.
- General scanning, copying, printing and/or binding as directed.
- Greeting external visitors to offices.
- To attend meetings as directed.
- To undertake miscellaneous tasks relevant to the position as required from time to time.
- Other duties, as directed from time to time by the Director Shared Services as required.

Advice to NZSBA/GovHub Business Areas

- Provide advice and/or reports to the Director Shared Services as required.

Health & Safety

- Participate in all NZSBA Health and Safety activities and act in a responsible and safe manner at all times (in accordance with NZSBA H&S policy and procedures).

Working Conditions

- Flexible Working arrangements may be available by mutual agreement with the Director, noting expectation as a staff member based in Wellington Office.

Person specification

Skills and experience required

- A minimum of three years proven experience in an administration type position within an office environment, or similar position is desirable.
- Excellent written and oral communication skills.
- Strong planning and organisational skills.
- Experience and knowledge in computer skills including the Microsoft suite of products, travel booking platforms and CRM's (Customer Relationship Management) e.g. Salesforce.

Personal qualities/attributes

- Excellent interpersonal skills with the ability to develop good relationships with stakeholders at all levels.
- An excellent eye or attention to detail.
- A demonstrated commitment to the provision of quality customer service.
- An ability to cope under pressure and deadlines at times.
- Capability to self-manage and prioritise work to ensure deadlines can be met.
- Ability to work autonomously and as an active team member.
- Professional and personal integrity (including the ability to maintain confidentiality).
- Understanding of and commitment to the principles of Te Tiriti o Waitangi and tikanga Māori including comfort in te reo Māori environment.