



POSITION DESCRIPTION

Position Title:	Pou Hapai
Reports To:	Pou Arahi – Chief Executive (PA)
Hours of work	Full time – 35-40 hours per week
Purpose of the Role: To support the role of the Pou Arahi and ensure the smooth functioning of the office	
Key Relationships:	Internal: Pou Arahi, other staff, trustees External: Iwi members, project partners
Core Staff Values – embedded in everything we do	
<p>Whakapapa – Authentically Tapuika, Whānau/People First, Connection, Respect the past, Mana Motuhake</p> <p>Wairuatanga – Acknowledging our connection to our Tūpuna & the spiritual realm through: Whakapapa, Tātai Kōrero, Whakatauki/Whakatauāki, Waiata/Haka, Karakia</p> <p>Kōtahitanga – Mahi Tahī – One Team, One Vision, moving forward together, No one left behind, He Waka Kōtahi</p> <p>Tōhungatanga – Informed Decisions – Informed Action, Pūkengatanga – Striving for Excellence, Continuous learning & growth, Constantly Curious – Innovation & evolution, Challenge status quo</p> <p>Manaakitanga – Unleash Potential, We care about people & places, Mana enhancing behaviours, Reciprocity</p> <p>Takapūtanga – Leaving things better than when we found them, Kaitiaki for the benefit of our mokopuna, Respect, Protect & Enhance</p> <p>Te Reo me ōna Tikanga – Te Reo is our overarching value, we encourage and support the use of Te Reo in everything we do</p>	

Core role results areas	
Expected result /outcome	Key actions /activities
1. Executive Support to the Pou Arahi	
Pou Arahi fully supported in their role to enable most effective use of time and resources	<ul style="list-style-type: none"> - Diary management and information triage - Assistance with document preparation - Attention to detail, thinking ahead about what is required at all times - Management of action register - Hui prep and note/minute taking as required including catering, room prep etc.
2. Human resources & health and safety	
Health and safety systems up to date and compliant. All staff are aware of their responsibilities. All HR records and staff policies kept up to date and staff inductions well managed.	<ul style="list-style-type: none"> - Incident register kept and well managed - Regular Hazard ID completed and register updated accordingly - PPE managed and maintained - Staff manual kept up to date and all staff kept informed of changes - Staff training records, and professional development plans kept updated
3. Financial administration	
All Reconciliations completed and financial reports collated in a timely manner. All purchases are in line with the procurement policy and delegations. All contract reporting obligations to funders met. All commercial lease contracts kept current	<ul style="list-style-type: none"> - Monthly reconciliation of credit card & New world statements - Liaise with accountants to complete all required actions to enable timely reports - Manage purchase order system and preferred vendor supplier list and make sure staff are using appropriately - Assistance with budget preparation - Maintain risk register - Provide support to ARC as required - Annual accounts preparation - Commercial lease renewals schedule kept and completed as per the schedule
4. Information Management	
All key information kept up to date and compliant with any relevant legislation including Iwi register, supplier database, contact directories and website	<ul style="list-style-type: none"> - Maintain iwi data base and all internal and external contact lists - Keep key information on website updated and post relevant panui to FB and databases & website as requested - Maintain filing system and ensure records are kept appropriately
5. General office & reception	
All incoming enquires well managed in a friendly and timely manner. All visitors are made to feel welcome Office is welcoming and well equipped and has efficient systems in place	<ul style="list-style-type: none"> - Triage of general emails including RMA enquires - Answering phone and taking general enquiries - ordering catering and supplies as required - arranging cleaning & any maintenance

	<ul style="list-style-type: none"> - Liaising with suppliers such as insurance company, IT provider or copier provider - Reception kept clutter free and welcoming - Coordination of team meetings and other team activities 		
6. Special projects			
<p>All special projects carried out efficiently with an attention to detail, on time and within any allocated budget and in accordance with any policy or procedure specified</p>	<ul style="list-style-type: none"> - Trustee elections (annual) carried out in line with the trust deed - AGM – manage advertising, collation of Annual report content and coordination of all aspects of the day - Any other projects specified from time to time 		
<p>Key performance indicators</p>	<ul style="list-style-type: none"> ✓ Pou Arahi satisfaction with performance ✓ Cost effectiveness ✓ Team feel supported in their roles ✓ Great external feedback 		
<p>Key personal specifications</p>			
<table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">Essential</td> <td style="width: 50%;">Desirable</td> </tr> </table>		Essential	Desirable
Essential	Desirable		
<ul style="list-style-type: none"> ✓ Highly organised with an attention to detail ✓ Financial & office administration experience ✓ Friendly courteous manner ✓ Can do attitude. ✓ Excellent written and verbal communication skills ✓ Excellent Excel & word skills ✓ Good time management skills ✓ Event management skills 	<ul style="list-style-type: none"> • Fluent in Te Reo • Experienced in use of Xero • Relevant • Tertiary qualifications • In depth Knowledge of Tapuika • Design skills 		