

## SCHEDULE A

### ARO TŪRANGA DESCRIPTION OF POSITION AND RESPONSIBILITIES

#### Kaimanaaki ā Te Whare Apārangi Facilities Administrator

##### PŪTAKE TŪRANGA – POSITION PURPOSE

To assist with the achievement of the goals of the Society by administering the events/functions, venue and facilities together with building administration, accounts support and effective responsibility for reception.

##### NGĀ TŪHONOHONO – RELATIONSHIPS

Reports to: Chief Operating Officer

##### Relationships

**Internal:** All RSNZ staff (including Directors/SLT), Society Council and Academy.

**External:** All hirers, maintenance contractors, visitors and callers to the Society.

##### MĀNGAI PŪTEA – FINANCIAL AUTHORITY

Authority for expenditure: Nil.

##### TE MAHI – KEY TASKS AND ACCOUNTABILITIES

RSNZ events/functions, venue and facility administration

- Act as a fire/emergency floor warden (training will be provided by FETS).
- Receiving booking requests for the function facility and both internal and external meeting rooms from both internal and external users.
- Prepare quotes for acceptance.
- Creation of Facilities Hire invoices to customers and internal charge backs.
- Manage confirmations in a timely manner.
- Coordinate all catering requirements for hirers, both external and internal.
- Manage booking schedules for all rooms.
- Provide comprehensive administration to ensure all meetings/functions have a positive and successful outcome.
- Ensure that functions/events are administered efficiently.
- Attend to coordination of services and all venue equipment (e.g. screens, laptops, mics).
- Management, recruitment and training of casual venue staff as required.
- Attend to AV setups and provide technical support.
- Ensure compliance with health & safety and other appropriate laws and regulations.
- Participate proactively as a member of the Health, Safety & Wellness Committee.
- Provide support for the ongoing marketing activities of the venue.
- In conjunction with the management team, deal with customer complaints, comments and enquiries.
- Be a problem solver.
- Lead by example in maintaining service standards.
- Day to day trouble shooting and addressing problems as they arise.
- Be responsible for confirmation of and correct coding and recovery of all expenditure as this relates to the function centre and meeting rooms.
- Suggest improvements to the operations of the facilities to the Chief Operating Officer as appropriate.

<ul style="list-style-type: none"> <li>• Communicate requirements/obligations effectively and appropriately to internal groups using facilities e.g. RRR, Comms &amp; Outreach team</li> <li>• Work cooperatively with the Membership Coordinator in relation to membership organisations/individuals using facilities (whether hire is chargeable or not).</li> </ul>
<p>Provide front desk reception for all visitors to RSNZ</p> <ul style="list-style-type: none"> <li>• Take responsibility for telephone reception.</li> <li>• Efficiently provide a welcome for all visitors to venue.</li> <li>• Ensure their queries and requirements are dealt with efficiently and effectively.</li> <li>• Maintain an attractive reception area for visitors.</li> </ul>
<p>Provide building administration and accounts support</p> <ul style="list-style-type: none"> <li>• Assist accounts team with processing of invoices and payments.</li> <li>• Manage mail and courier activity.</li> <li>• Attend to travel bookings as required.</li> <li>• Take responsibility for organisation supplies to ensure the smooth operation of both internal and external operations. e.g. waste disposal, stationery, milk &amp; tea-room supplies.</li> <li>• Liaison with external contractors re. building facilities issues &amp; property maintenance, building warrant of fitness, security and fire systems.</li> <li>• Staff training and coordination for IT eg. Zoom</li> <li>• Monitoring and management of Staff/visitor parking on site</li> </ul>
<p>Any other duties as requested</p>

<b>NGĀ WHANONGA PONO - COMPETENCIES</b>
<p>Teamwork</p> <ul style="list-style-type: none"> <li>• Takes responsibility for creating a positive environment in which colleagues are able to work to their full potential.</li> <li>• Builds co-operative relationships internally and externally and participate willingly in team activities.</li> <li>• Contributes to team/organisational success</li> <li>• Exchanges information freely and volunteer ideas that help</li> <li>• Supports group decisions</li> </ul>
<p>Delivers Results</p> <ul style="list-style-type: none"> <li>• Achieves results by working collaboratively and proactively with a range of individuals within the organisation</li> <li>• Demonstrates initiative, creativity and innovation.</li> <li>• Commitment to achieving at a high level at all times.</li> <li>• Self-motivated with ability to work with little or no supervision.</li> </ul>
<p>Relationship Management</p> <ul style="list-style-type: none"> <li>• Relates well to people inside and outside the organisation and builds appropriate rapport.</li> <li>• Has proven customer service skills.</li> <li>• Positively interacts with staff and clients. Is proactive in relationship building.</li> </ul>

## NGĀ UARA - INTERNAL VALUES

### **Te whakaute Respectful**

- We seek, embrace and value diversity;
- We are kind and we take an interest in others' wellbeing; and
- We are open to new ideas and we listen to others.

### **Ngā ture Proactive**

- We plan and look ahead;
- We think ahead of the curve;
- We look for opportunities and anticipate problems;
- We accept mistakes; and
- We have a mind-set of growth, creation and innovation.

### **Te mahi tahi Collaborative**

- We listen, share and embrace others views;
- We ask for input and offer assistance;
- We actively collaborate on projects to ensure the best outcome; and
- We actively build trust with internal and external stakeholders.

### **Te tika Acting with integrity**

- We stand up for what is right;
- We listen;
- We tell the truth;
- We show discretion and respect confidences;
- We stand firm when required and follow through on promises and commitments; and
- We provide frank and fearless advice.

### **Te kotahitanga Convivial**

- We are a whānau family of colleagues;
- We participate and we take an interest in the work of each other; and
- We support each other and celebrate success.