

<b>Job Title:</b>	Administrator
<b>Function:</b>	Service Delivery
<b>Reports to:</b>	Administration Team Leader
<b>Last review date:</b>	August 2024

He huanui oranga mo ngā mokopuna whakatipuranga roto i ngā hāpori heke iho, heke iho -  
*Setting the path of wellness in our communities for the early years, for generations to come.*

## Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and the largest service supporting the health and wellbeing of tamariki under-five and their whānau in Aotearoa. We're proud to visit over 80% of all newborn babies in Aotearoa and to support pēpē, tamariki and their whānau.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau and families at the centre of everything we do.

### Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:

- **Mauri Ora:** Healthy babies and children
- **Whānau Ora:** Healthy confident families
- **Wai Ora:** Healthy environments and connected communities

We are on a pro-equity journey where we strive to give life to Te Tiriti o Waitangi principles of Tino Rangatiratanga, partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

## Whānau Āwhina Plunket Values

In this role you will be expected to operate in a way that embodies and demonstrates Whānau Āwhina Plunket values as follows:

- **Māia** – to be courageous and lean into discomfort and challenge as we walk the path of pro-equity.
- **Tūhono** – to connect and stand in relationship in calm and safe spaces (āhuru Mōwai)
- **Manaaki** – to care, love, nurture, support, and mana enhancing. Respects mana atua, mana tīpuna, mana whenua, mana tangata
- **Māhaki** – to be humble as we share our knowledge experience to understand and learn from each other and foster trust.

## Overview of the Service Delivery Team

The Service Delivery function is charged with the efficient and effective delivery of services to whānau and to deliver equity across our services in line with our strategy. This function will have a strong focus on operational performance using data insights and reporting to drive that performance. The service delivery function is accountable for the following teams:

- Regional Service Delivery
- PlunketLine
- Community Services and Volunteers
- Customer Care / Administration

## Purpose of the Position

The Administrator is a key role responsible for providing first point of contact with Whānau Āwhina Plunket customers & clients.

This role enters referrals, books appointments and responds to a diverse range of queries from our customers & clients, through various channels. This role is also responsible for ensuring Whānau Āwhina Plunket clients feel understood and important, through understanding their needs, answering queries and resolving concerns in a timely and proactive way.

## Key Dimensions of the Position

<b>Reports to:</b>	Administration Team Leader
<b>Delegations:</b>	The position's full delegations are set out in the Schedule of Delegations and may be amended from time to time.
<b>Functional relationships:</b>	<i>To follow are the main positions that this role will coordinate with; they are not meant or intended to be exhaustive, exclusive, or limiting:</i>
<b>Internal:</b>	<b>External:</b>
<ul style="list-style-type: none"><li>• Head of Customer Care</li><li>• Customer Care Manager</li><li>• Clinical Service Managers and Clinical Leaders</li><li>• Administration Team Leaders including Administration Team Leader (Logistics)</li><li>• PlunketLine Manager</li><li>• Frontline kaimahi</li></ul>	<ul style="list-style-type: none"><li>• Whānau Āwhina Plunket Customers/Clients/Members of the Public</li><li>• Health NZ / Te Whatu Ora</li><li>• PHOs, LMCs</li><li>• Ministry of Health</li><li>• ECEs, Pre-schools, Kindergarten Centres</li><li>• Relevant regional community agencies</li><li>• Local stakeholders (as appropriate)</li></ul>

## Key accountabilities

### Customer Care / Service Delivery

- Responsible for ensuring interactions with customers / clients are consistent, welcoming and efficient and delivering quality, proactive and customer focused standards of care to our clients.
- Undertake customer care activities and tasks in a professional, welcoming manner, including (but not limited to):
  - Making First Engagement calls to clients and booking appointments
  - Cancelling and rescheduling appointments at the request of the client or clinical kaimahi.
  - Processing clients change of address requests and reschedule of appointments where required.
  - Processing Lost to Service notifications.
  - Administering incoming email/inbox queries and any follow up action required until resolution.
  - Answering 0800 calls in a professional manner, providing support and information and representing Whānau Āwhina Plunket positively in all interactions.
  - Escalating client enquiries where necessary.

### Information Management

- Take responsibility for the integrity of data entry, including entering of new baby cases, by ensuring all required information is verified, complete and entered into the system accurately.
- Escalate issues and inconsistencies to safeguard data integrity.
- Keep up to date with changes in processes and follow required processes to ensure standards are met.
- Maintain confidentiality in dealing with client information and data.
- Receive and pass on information accurately and in a timely manner via digital channels (such as email), in person, by phone or other means.

### Teamwork

- Work collaboratively within the team to achieve team goals and activities.
- Maintain active communication within the team and across teams to provide support and back-up where necessary.
- Attend training when required and look for opportunities to improve knowledge and skills.
- Proactively raise and discuss any changes or barriers to achieving agreed expectations with team leader.
- Takes ownership of achieving agreed expectations.
- Maintain up to date technical and professional knowledge.
- Role model Plunket values, behaviours and contribute to our desired culture and way of working.
- Assist with logistics related tasks such as monitoring stock levels, receiving deliveries, building audits etc, when required.
- Complete other administrative duties including reception duties as required.

### Pro- Equity and Cultural Responsiveness

- Work in partnership across Whānau Āwhina Plunket to promote and champion diversity.
- Support Whānau Āwhina Plunket to deliver on the Strategic priorities, by:

- Demonstrating Whānau Āwhina Plunket organisational values Māia, Māhaki, Tūhono and Manaaki
- Role modelling culturally appropriate practices.
- Understanding and participating in opportunities to reduce stigma and discrimination within your team.

### **Health & Safety**

- Manage own personal health and safety, and take appropriate action to deal with workplace hazards, accidents and incidents.
- Ensure own and others' safety at all times and observe health and safety practices in all workplace activities.
- Understand the responsibility individuals and their manager play in health and safety.
- Comply with relevant safety legislation, policies, procedures, safe systems of work and event reporting.
- Identify and report all incidents, accidents, and near misses in accordance with policy.

### **Position Description and Scope of Duties**

The role holder is expected to undertake additional duties that are reasonably related to the position description and within their experience and capabilities, as may be assigned from time-to-time following consultation.

Upon appointment, a work programme will be collaboratively developed with the kaimahi in the role, outlining specific tasks and timelines to achieve the key deliverables for this position. Progress will be monitored through Plunket's performance and development pathways.

## **Person Specification**

The role holder will ideally possess the following experience, skills/knowledge and personal attributes:

### **Experience**

- At least 1 years' experience within a contact centre/customer care environment and ability to utilise technology and systems to make decisions while under pressure.
- Strong technical skills including proficiency in Microsoft Office Suite and accurate data entry skills.
- Experienced in managing multiple diaries (or the capacity and motivation to learn).
- Experience maintaining integrity of data and client information to ensure client records are maintained in a complete, accurate and secure state.
- Experienced in engaging and interacting with a wide range of internal and external stakeholders in person, over the phone or via email and text.
- Knowledge and role in health or community sector is advantageous.

### **Skills**

- Excellent verbal and written communication skills.
- Strong customer service, active listening and relationship-building skills, demonstrating enthusiasm and a great phone manner.
- Exceptional organizational and time-management skills.
- Strong attention to detail and accuracy in administrative tasks and client interactions.

- Can collaborate and work effectively with others and supports the teams' goals.
- High level of flexibility and adaptability to prioritise and handle multiple diverse tasks.
- Able to manage expectations and take ownership for results.
- Understanding of contact centre technology and processes across channels.

**Personal attributes:**

- Works with integrity, demonstrating honest and ethical behaviours in all interactions and dedication to Plunket's vision.
- Maintains confidentiality of client information as required.
- Demonstrates commitment to growing cultural competence.
- Shows genuine concern and understanding for clients' needs.
- Able to adjust to changing priorities in workload.
- Takes initiative to anticipate and address client needs before they arise.
- Ability to remain calm, composed, positive and solution focused under pressure or when dealing with challenging situations.

I have read and understood the above position description and acknowledge all the above responsibilities incorporated herein.

**Signed by the Employee**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

**Date:** \_\_\_\_\_

**Signed for and on behalf of the Employer by**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name and Designation

**Date:** \_\_\_\_\_