



community law  
free legal help  
wellington and hutt valley

## COMMUNITY LAW WELLINGTON & HUTT VALLEY

### POSITION DESCRIPTION:

#### KAIWHAKAHAERE KIRIPAEPAE / ADMINISTRATIVE RECEPTIONIST

<b>POSITION:</b>	Kaiwhakahaere Kiripaepae – Administrative Receptionist
<b>HOURS OF WORK:</b>	35 hours
<b>TERM:</b>	Permanent
<b>STARTING SALARY:</b>	<b>\$45,343 pro-rata</b>

## INTRODUCTION

Community Law Wellington & Hutt Valley (CLWHV) is a registered charity, providing free legal advice and information for those in our community with unmet legal needs. Our vision is for a society where those with least resource have as much as, or more, access to justice than those with the most. We have two offices, one in Te Awa Kairangi (Lower Hutt) and one in Whanganui a Tara (Wellington City). This position is primarily based on reception at our Wellington City office, but involves administrative duties that cover both locations, and might occasionally involve work at our Lower Hutt site.

There are two Kaiwhakahaere Kiripaepae, and the roles are crucial to the daily operations of CLWHV. It is vital that guests are greeted with manaakitanga, and clients are appropriately triaged and assisted based on their individual needs. Rōia (lawyers) and kaiwhakamanawa (staff who run our legal advice sessions) rely on the data entry and filing mahi done by the Kaiwhakahaere Kiripaepae to uphold our responsibilities under the Lawyers & Conveyancers Act, and to our clients; and our Operations Coordinator and General Manager rely on the Kaiwhakahaere Kiripaepae for administrative support. Many seemingly small tasks held by the Kaiwhakahaere Kiripaepae are important overall for a smooth, happy, and functional workplace.

## KEY TASKS

The Kaiwhakahaere Kiripaepae undertakes the following key tasks:

### Kaitiaki Manuhiri

The primary focus of the Kaiwhakahaere Kiripaepae role is kaitiaki manuhiri (reception work, or caring for guests). This involves assisting clients who email our [info@wclc.org.nz](mailto:info@wclc.org.nz) address, answering the phone, responding to emails, and greeting people who physically arrive at our offices. Key responsibilities in this area are:

1. Greeting all visitors to Community Law with manaakitanga, and ensuring they feel safe and welcomed
2. Explaining clearly how our services work to clients in person, on the phone, and over email, and ensuring clients are directed to the service that will best fit their needs



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3. Triaging clients, by ensuring the appropriate process is followed for urgent concerns
4. Acting as kaiwhakamanawa, which means running some legal advice sessions as part of a staff roster
5. Managing room bookings for external people using our facilities
6. Responding to general email queries in a timely manner
7. Forwarding email traffic to the appropriate staff members when necessary
8. Answering the mainline phone and following up on voicemail messages in a timely manner
9. Keeping tea, coffee, and fresh milk available in the waiting area
10. Removing dirty dishes, and ensuring dishwasher is turned on when it is full
11. Putting out the sign and turning on lights and heating in the morning
12. Ensuring the reception area and whānau room are clean, tidy, and warm.

### **Data Entry**

The Kaiwhakahaere Kiripaepae positions are primarily responsible for data entry work in the Wellington office. This includes:

1. Ensuring data is entered in a timely manner so that kaiwhakamanawa and rōia can always be aware of conflicts, or other relevant client information
2. Ensuring new clients are entered into our client database as soon as possible after their initial consultation, and before the next legal advice session
3. Filing client files into the appropriate folders, and overseeing the folder system
4. Scanning documents into client files on Sharepoint.

### **Restorative Justice**

The Kaiwhakahaere Kiripaepae provides specific support to the Restorative Justice team. This involves:

1. Receiving RJ case referrals and uploading them into shared spreadsheets
2. Keeping RJ data and case information up-to-date until the case closes
3. Reporting data to the Ministry of Justice in line with our contract
4. Receiving and checking invoices from facilitators
5. Assisting with generating resources for facilitators
6. Preparation for RJ hui including organising kai, managing RSVPs, and basic tech support
7. Occasional cover of the coordinator roles in court
8. Providing general administrative support to the RJ Manager and court coordinators.

### **Daily Operations**

The two Kaiwhakahaere Kiripaepae share responsibility for some specific aspects of daily operations of CLWHV. This responsibility includes:

1. Placing regular orders for coffee, tea, and sugar
2. Placing regular stationery orders for high-use items, and collecting individual stationery orders from staff when required



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3. Periodic trips to the supermarket for butter, salt, sanitary items, painkillers, and other basic provisions
4. Organising collection for our rubbish, recycling bin, and document destruction
5. Banking cheques and koha periodically
6. Scanning blue box receipts to the Operations Coordinator for accounting purposes
7. Collecting the mail in line with the Mail Process
8. Creating labels for our outgoing mail
9. Coordinating tasks such as courier pick-ups, WOF bookings, and kai for hui
10. Checking Snapper cards and keeping them topped up
11. Ensuring the documents for session are always well-stocked
12. Replacing resources in the waiting area as they run out
13. Running free legal advice sessions as kaiwhakamanawa
14. Assisting the Operations Coordinator with daily tasks as required
15. Assisting the General Manager with daily tasks as required.

## SKILLS AND QUALITIES WE SEEK

We are primarily interested in your raw skills and character, your commitment to our cause, and your ability to learn. However, the successful candidate will benefit from the following skills and attributes:

### Work Skills

- Administrative experience, particularly data entry
- Knowledge of te reo Māori me ōna tikanga
- Ability to communicate complex information in plain language
- Strong people skills
- Good written language skills
- Well organised with attention to detail
- General computer literacy, including experience with Microsoft Office.

### Relationships

- Awareness of te reo Māori me ōna tikanga
- Understanding of, and ability to apply, the principles of the Treaty of Waitangi
- Sensitivity to the cultures and languages of the many ethnic groups of Aotearoa
- Experience in working with community organisations
- Working knowledge of the issues facing many groups of people around Aotearoa, especially pertaining to justice
- Good relationship-building skills.

### Self-Management

- Excellent communication skills
- Ability to work without close supervision
- Ability to make decisions collaboratively



- A high level of initiative and motivation
- Ability to work under pressure and cope with competing demands
- Good organisational and time-management skills.