

# Position Description: Operational Services Administrator

## POSITION DETAILS

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| Position Title   | Administrator                                |
| Team             | Land Protection                              |
| Location         | National Office, 138 The Terrace, Wellington |
| QEII Salary Band | 1  |
| Date             | 13 January 2022                              |
| Direct Reports   | This role has no direct reports              |

## OUR VISION

Inspiring conservation on private land

## ABOUT QUEEN ELIZABETH II NATIONAL TRUST

QEII National Trust/Ngā Kairauhi Papa (QEII) plays the leading role in private land conservation in Aotearoa/New Zealand. We are an independent charitable trust established in 1977 under our own Act of Parliament. QEII was established to encourage and promote, for the benefit and enjoyment of present and future generations, the provision, protection, preservation and enhancement of special areas of land or bodies of fresh water.

## ABOUT THE LAND PROTECTION TEAM

The role of the Land Protection Team is to deploy QEII's field representatives and closely support them to help achieve QEII's four strategic objectives:

- Area of high-value land under robust protection increases
- Values within protected areas are enhanced
- QEII's work is part of large-scale projects
- People are inspired to connect with QEII-protected places

The core functions of the Land Protection Team include the quality assurance and processing of new protection proposals, solving problems and guiding the management of

existing covenants and QEII properties and assisting the field representatives' engagement with local stakeholders and communities.

The Team has three sections, the Operational Services group, the Legal group and the Land Protection Advisors group that provides the primary interface with field representatives.

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### **POSITION PURPOSE**

The Administrator sits within the Operational Services group and undertakes the day-to-day administration of Regional Representatives and other contractors, including processing of invoices, undertaking performance tracking, forecasting and reporting against contracted activities, in order to help inform appropriate management decisions.

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### **REPORTS TO**

This role reports to the Team Leader – Operational Services.

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### **KEY EXTERNAL RELATIONS**

Covenant owners  
District and Regional Councils  
Community Groups  
Government agencies including Department of Conservation  
Other stakeholders and contractors

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### **KEY INTERNAL RELATIONS**

Team Leader – Operational Services  
Coordinator – Operational Services  
Administrator – Operational Services  
Team Leaders – Land Protection  
Advisors – Land Protection  
Regional Representatives  
Finance & Business Services Team

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**KEY RESPONSIBILITIES:**

| KEY RESPONSIBILITY   | INDICATORS OF SUCCESS  |
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| <p><b>Administration and Support</b></p> <p><i>Forms a critical role in providing administration and support to internal stakeholders.</i></p>   | <ul style="list-style-type: none"> <li>• Assist with the delivery of key pieces of work for QEII based on internal and external funding streams.</li> <li>• Process invoices and expenditure requests for Regional Representatives (Reps) and other contractors ensuring appropriate information is collected and provided in a timely manner to meet Finance requirements.</li> <li>• Monitoring and reporting of contractor field expenditure ensuring that allocated funding is used within time frames, budget and for the stated purpose.</li> <li>• Support the Team Leader in measuring and reporting on various streams of work with Reps in terms of the establishment of new covenants, the stewardship and management of existing covenants.</li> <li>• Provide accurate and timely written or verbal responses to general enquiries, manager requests and any other material as appropriate.</li> <li>• Undertake other administrative functions as required to ensure that support is provided to others in QEII by ensuring information is collected, reports provided, and advice given within stated timelines.</li> </ul> |
| <p><b>Communication</b></p> <p><i>Listens and communicates in a way that achieves the best outcomes for QEII. Produces documented work that is logical, clear and makes sense.</i></p> | <ul style="list-style-type: none"> <li>• Communication to be well written, logical, concise and timely.</li> <li>• Oral communication to be articulate, considered, and concise. Listens effectively.</li> <li>• Consideration and understanding of differences in communication styles.</li> <li>• Create and maintain process documentation to maximise access to consistent and valid information.</li> </ul>   |
| <p><b>Data and information</b></p>   | <ul style="list-style-type: none"> <li>• Collect data and information trends and ensure that this knowledge is regularly refreshed and fed back to the team. Ensure project documentation, registers etc. are maintained.</li> <li>• Coordinate information collection including risks and opportunities.</li> <li>• Assist with tracking project expenditure.</li> <li>• Ensure data and information is managed in accordance with privacy policies.</li> </ul>   |

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| <p><b>Relationship Management</b></p> <p><i>Manage constructive working relationships with work colleagues to enhance understanding and co-operation needed to achieve results.</i></p> | <ul style="list-style-type: none"> <li>• Develop effective and positive working relationships with managers and other staff to transfer knowledge and learning from the team to the wider organisation.</li> <li>• Build and maintain effective relationships and partnerships with internal and external stakeholders.</li> <li>• Strong customer focus to get the best outcomes for all parties.</li> </ul>   |
| <p><b>Action Oriented</b></p> <p><i>Takes responsibility for own work, and acts with a minimum of direction.</i></p>  | <ul style="list-style-type: none"> <li>• Participate as an active team member and contribute knowledge and expertise needed to achieve QEII's outcomes.</li> <li>• Take responsibility for own work and delivering quality work on time.</li> <li>• Solve problems independently and seek input from others if required.</li> <li>• Seek to optimise processes so that they are robust and efficient.</li> <li>• Represent QEII's views and protect its reputation in any external interactions.</li> </ul>   |
| <p><b>Self-Management</b></p> <p><i>Takes responsibility for own behaviour and is open to development.</i></p>  | <ul style="list-style-type: none"> <li>• Model positive behaviour.</li> <li>• Demonstrate excellent prioritisation skills.</li> <li>• Flexible work style and the ability to switch between work streams easily.</li> <li>• Model the desired values and culture of QEII.</li> <li>• Share knowledge and expertise willingly within the team and with others in QEII.</li> <li>• Act with honesty and integrity.</li> <li>• Seek feedback and be receptive to input from others.</li> <li>• Model commitment to the Treaty of Waitangi, respect the Treaty principles and incorporate these into work.</li> </ul> |
| <p><b>Safety and wellbeing</b></p> <p><i>Works actively to avoid or mitigate health and safety risk for self and others.</i></p>  | <ul style="list-style-type: none"> <li>• Display commitment through actively supporting all safety and wellbeing initiatives.</li> <li>• Manage own personal health and safety, and take appropriate action to deal with workplace hazards, accidents and incidents.</li> <li>• Comply with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting.</li> </ul>  |

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| <p><b>Organisational Commitment</b></p> <p><i>Role models the standards of the QEII</i></p> | <ul style="list-style-type: none"><li>• Build commitment to the QEII’s vision, mission, values and culture.</li><li>• Willingly undertake any duty required within the context of the position.</li><li>• Comply with all legislative requirements, guidelines and policies. Report breaches as soon as they become known.</li></ul> |
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## PERSON SPECIFICATION

### Skills and Experience

- Proven experience in administration.
  - Demonstrated ability to administer organisational processes.
  - Demonstrated ability to build relationships, both internally and externally.
  - Demonstrated experience in supporting management.
  - Excellent communication (both written and oral) skills.
  - Demonstrated ability to prioritise work.
  - Proficiency in Microsoft Office products especially Excel, Outlook, Teams and Word.
  - Understanding of finance or contract management terminology and processes.
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