

## Job Description

Job Title:	Business Support Advisor
Group:	Business Services and Operations
Reports to:	Director, Business Services and Operations
Location:	Wellington
Date:	June 2014

### Families Commission / SuPERU Purpose

Complex social issues deserve quality evidence to enable better informed decisions. Decision makers need to know what works and what doesn't.

The Families Commission / SuPERU works to increase the use of evidence by people across the social sector so that they can make better decisions – about funding, policies or services – to improve the lives of New Zealanders, New Zealand communities, families and whānau. We do this by bridging the gap between those who research and produce social sector evidence, and those making decisions, about social issues or issues relating to families and whānau.

We work with a variety of customers and stakeholders such as funders, researchers, evaluators, policy-makers, programme developers, and practitioners in government, local government and communities with a focus on:

- ▶ helping grow the quality, relevance and quantity of the evidence base in priority areas for the social sector,
- ▶ improving social sector use of evidence and best practice to inform decision making, and
- ▶ promoting informed debate on key social issues facing New Zealand as well as matters relating to the interests of families and whānau.

We do this to effect change in the social sector by:

- ▶ providing leadership across the wider system of social science research in New Zealand to help improve the way it works,
- ▶ influencing others to ensure evidence is used and actioned, and
- ▶ delivering evidence based products and services to meet customers' needs.

### Role Purpose

The purpose of the Business Services and Operations Group is to provide, maintain, monitor and control the enterprise-wide systems, tools and processes which enable effective promotion of the Commission and management of its customer relationships, products and services, and corporate services with a focus on continuous improvement. The Business Support Advisor role sits within the Business Services and Operations group.

The purpose of the Business Support Advisor is to coordinate and administer enterprise-wide systems, tools and processes to support best practice in a wide range of corporate areas to contribute to optimal organisational performance.

## Key Accountabilities

Key Accountability Areas:	Key accountabilities/expectations:
<b>ROLE SPECIFIC</b>	<ul style="list-style-type: none"> <li>▶ Provide a high level of administrative services to the Directors and Chief Advisor Māori managing all aspects of executive support including diary management, emails, correspondence, telephone calls, and speaking engagements.</li> <li>▶ Provide co-ordination and administration of enterprise-wide systems, tools and processes to support best practice in a wide range of corporate areas including:               <ul style="list-style-type: none"> <li>• Finance</li> <li>• Human Resources</li> <li>• Project Management</li> <li>• Procurement, Commissioning and Contracts</li> <li>• Fund administration</li> <li>• Business Continuity</li> </ul> </li> <li>▶ Contribute to the management and development of systems, tools and processes to maximise administrative services across the Commission with a focus on continuous improvement.</li> <li>▶ Contribute to team collaboration across the Commission providing administrative advice and support as required, liaising and working closely with the Senior Executive Support Advisor, and the wider Business Services and Operations Group, to contribute to optimal organisational performance.</li> </ul>
<b>STRATEGY AND DIRECTION</b>	<ul style="list-style-type: none"> <li>▶ Demonstrate awareness of the Commission’s purpose and strategy and the link to your role.</li> <li>▶ Demonstrate our values and behavioural competencies to contribute to building our desired culture.</li> </ul>
<b>TECHNICAL AND/OR PEOPLE LEADERSHIP</b>	<ul style="list-style-type: none"> <li>▶ Participate in working collaboratively across the Commission to contribute to ensuring ‘one organisation’.</li> <li>▶ Develop own skills, knowledge and behaviours to maximise own performance.</li> <li>▶ Develop own technical and subject matter knowledge for social science competence.</li> <li>▶ Apply the Commission’s standards and best practice to ways of working through effective use of systems, tools and processes.</li> <li>▶ Provide, and seek, constructive feedback with peers to support development.</li> </ul>

Key Accountability Areas:	Key accountabilities/expectations:
<b>SERVICE DELIVERY</b>	<ul style="list-style-type: none"> <li>▶ Develop and deliver on individual and team performance objectives ensuring delivery on time, within budget and to the standard required.</li> <li>▶ Contribute to cross-Commission priority projects or project-manage smaller projects, within the context of a defined project plan and governance arrangements.</li> <li>▶ Identify and implement continuous improvement within sphere of influence.</li> <li>▶ Develop cultural awareness and capability including building and maintaining an understanding of delivering with and for Māori relevant to your position.</li> <li>▶ Share knowledge and information appropriately so that it is available for all staff.</li> </ul>
<b>RELATIONSHIP MANAGEMENT AND SECTOR LEADERSHIP</b>	<ul style="list-style-type: none"> <li>▶ Develop knowledge and understanding of the social science system.</li> <li>▶ Develop good working relationships and networks, internally and externally, to understand and influence the needs and perspectives of others.</li> <li>▶ Contribute to understanding and monitoring customer and stakeholder needs, assisting in the provision of the generation and/or use of evidence relevant to your position.</li> </ul>

## Role Scope

### *Key Dimensions of Resources Controlled:*

<b>EXPENDITURE:</b>	Nil
<b>DIRECT REPORTS:</b>	Nil

### *Key Relationships*

**Internal:**

- Directors and staff within the Commission
- Senior Executive Advisor

**External:**

- External customers and stakeholders

## Qualifications/Experience

- ▶ A proven track record of experience and achievement in an advisory/administration/executive support role demonstrating relevant and comparable experience.
- ▶ Wide ranging knowledge of administration policies, systems and processes, ideally with a specialism in one or more of the following disciplines: Human Resources; Finance; Procurement, Commissioning and Contracts; Project Management; Funds Administration; and/or Business Continuity.
- ▶ Significant experience and advanced proficiency covering Microsoft Office suite of applications.
- ▶ Ability in implementing, and monitoring, systems and processes to ensure timely, quality and consistent delivery across the Commission.
- ▶ Able to provide, and accept, constructive criticism aimed at improving quality of outputs working collaboratively with colleagues at all levels of the Commission.
- ▶ Self-motivation, passion and persistence to provide high quality outputs with a focus on continuous improvement.
- ▶ Strong interpersonal and communication (oral and written) skills.
- ▶ Proven ability to organise and prioritise multiple workloads effectively in a complex environment, to ensure high quality results within deadlines.
- ▶ Ability to work effectively in a team environment with a willingness to work in a flexible and dynamic way - no job is too big or too small.

## Role Specific Competencies

<b>ACTION ORIENTED</b>	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
<b>APPROACHABILITY</b>	Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
<b>CREATIVITY</b>	Comes up with a lot of new and unique ideas; easily makes connections among previously unrelated notions; tends to be seen as original and value-added in brainstorming settings.
<b>PEER RELATIONSHIPS</b>	Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.
<b>PROBLEM SOLVING</b>	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
<b>TIME MANAGEMENT</b>	Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.

## Core Competencies

<b>CUSTOMER FOCUS</b>	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
<b>DRIVE FOR RESULTS</b>	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom-line oriented; steadfastly pushes self and others for results.
<b>INTERPERSONAL SAVVY</b>	Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.
<b>LEARNING ON THE FLY</b>	Learns quickly when facing new problems; a relentless and versatile learner; open to change; analyses both successes and failures for clues to improvement; experiments and will try anything to find solutions; enjoys the challenge of unfamiliar tasks; quickly grasps the essence of the underlying structure of anything.

<b>SELF-DEVELOPMENT</b>	Is personally committed to and actively works to continuously improve him/herself; understands that different situations and levels may call for different skills and approaches; works to deploy strengths; works on compensating for weakness and limits.
<b>SUCCEEDING WITH MĀORI (TBC)</b>	Acts from the basis that succeeding with Māori requires the participation of all staff; develops own cultural responsiveness and Te Reo; pronounces Māori names and common words/phrases correctly; encourages staff to develop their cultural responsiveness/understanding and knowledge of Families Commission Māori initiatives; supports capable Māori staff to develop into positions of influence; is confident engaging with Māori within their cultural settings; establishes and actively maintains relationships with Mana Whenua groups; and collaborates with external agencies to improve outcomes for Māori.

## Technical Competencies

- ▶ Functional/Technical Skills (Role Specific Competencies)
- ▶ Intellectual Horsepower
- ▶ Written Communications