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| ROLE:       | Administrator           |
| REPORTS TO: | South/West Team Manager |
| TENURE:     | Permanent               |
| LOCATION:   | South/West (Whanganui)  |

## About Te Tumu Paeroa

E totoka ai te tumu o te papatipu hei oranga mō Te Iwi Maori, o mua, o naianei, o anamata hoki. Ko Te Tumu Paeroa tēnei, te kaitiaki, kaitaunaki, kaiwhakawhanake i te mana o ngā whenua Māori, huri noa.

So that the foundations of ancestral lands may be solid, benefitting Māori from our past, present and future alike.

This is Te Tumu Paeroa, guardian, support and advancer of the mana of Māori land everywhere.

## Role Purpose

The Administrator is primarily responsible for:

- Providing administration support and services to the Regional Team Managers and the wider applicable teams.
- Playing a key role in supporting Trust Specialists, Property Specialists and Trust Coordinators with meetings of owners and the development of court reports and applications and property administration.

## Key Accountabilities

### Māori Land Court

- Draft the Māori Trustee administration report as required.
- Prepare applications for the court to enable Te Tumu Paeroa appointment to be approved.
- Log post court activities in the appropriate systems in accordance with the policies and processes at Te Tumu Paeroa.

### Meetings of Owners

- Support the scheduling of meetings of owners and trustees in accordance with the respective Trust Orders, formal owner/trustee requests and Te Tumu Paeroa business processes.
- Prepare meeting material in a timely fashion, including meeting invitations and RSVP's.
- Provide a support role in meetings including setting up, taking minutes, facilitating registers and distributing material.

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- Log all post meeting activities in the appropriate systems in accordance with the policies and processes at Te Tumu Paeroa.
  - Record meeting minutes and agreed actions, to be approved and finalised within 72 hours of the meeting.
  - From time to time, help facilitate the Hui.

## **Trust Management**

- Maintain Trust records, owner information and applicable My Whenua site information.
- Develop and maintain an understanding of the affairs of each Trust and use this knowledge to respond to stakeholder queries.

## **Property Specialists**

- Assist the Property Specialists as required with property administration, tenant actions, meetings and any general administrative support required.

## **Collaboration**

- Liaise with the wider Trust & Property Team to ensure compliance and relationship activities are administered seamlessly.
- Liaise with internal stakeholders to establish records in Te Tumu Paeroa administration systems and manage all associated activities through to implementation.
- Ensure stakeholder expectations are managed through effective and timely communication.
- Contribute to work across the Trust & Property Team by providing accurate information and advice within specified timeframes.

## **Organisational obligations**

- Comply with all policies and procedures set by Te Tumu Paeroa.
- Follow and promote all Health and Safety practices and instructions.

## **Professional and Career Development**

- In conjunction with your Manager, identify areas for both personal and professional development in line with your Individual Development Plan.

## **Core Competencies**

### **Ngā Pae Mōhiotanga Reo Māori**

- Pae Tahī- Te Whakahua: A desire and ability to practise correct pronunciation of Te Reo Māori. (Essential)
- Pae Rua- Te Whakarongo: An ability to understand Te Reo Māori, a desire and ability to practice correct pronunciation of Te Reo Māori. (Desired)
- Pae Toru- Te Mau me Te Whakahoki: An understanding of Te Reo Maori and the ability to answer and converse in the language. A desire and ability to practise correct pronunciation of Te Reo Māori. (Desired)

## **Ngā Pae Mōhiotanga Tikanga Māori**

- Pae Tahī- Nō Ia Rā: An understanding and living of Tikanga Māori on a day-to-day level, for example, the removing of shoes before entering a whare, washing hands at the urupa and not sitting on tables. (Essential)
- Pae Rua- Te Noho Marae: An understanding and living of Tikanga Māori on a noho marae level. Knowing and practising things such as basic karakia, waiata and one's own pepehā. (Desired)
- Pae Toru- Te Ao Wairua: An understanding and living of Tikanga Māori on an Ao Wairua level. Knowing and practising things such as karanga, whaikōrero, whakapapa, karakia tahito and mōteatea. (Desired)

## **Customer Focus**

- Listens to the views of our customers and make decisions in the interests of all owners as a responsible Trustee.
- Models and encourages excellent customer service and considers customers in all business development planning.
- Seeks inputs from customers to ascertain their needs.
- Addresses and resolves promptly any customer queries or concerns.

## **Relationship Management**

- Develops relationships within and outside the organisation by working with and through people to achieve outcomes.

## **Teamwork / Interpersonal Skills**

- Builds and maintains relationships through respect for individuals, open communication, and displaying sensitivity towards others.
- Demonstrates an approach to working with and through others that shows a willingness and drive to embrace a culture of collaboration and ownership.
- Works comfortably at all levels (internal and external).

## **Quality and Results Focus**

- Is detail conscious and continually strives for greater levels of effectiveness, efficiency, and minimisation of risk.
- Sets goals, predicts and overcomes barriers to achievement.
- Maintains a focus on priorities.
- Demonstrates initiative (i.e. takes action before being asked, makes suggestions on how to improve things, attempts to resolve problems in the first instance.
- Demonstrates energy, determination, tenacity and persistence to achieve outcomes.
- Shows a commitment to continuous learning and development - thus improving capabilities for the organisation.

## **Higher-level Thinking and Judgement**

- Sees the bigger picture / patterns and connections.
- Is perceptive and insightful – comfortable in a new environment and understands it very quickly.

- Anticipates and identifies consequences of actions and obstacles - makes sound decisions based on thorough analysis.

### **Integrity and Accountability**

- Maintains a high standard of ethical practice, remaining fair, honest, reliable and trustworthy in dealings with all people.
- Demonstrates loyalty to the Māori Trustee vision and values through own business practices.
- Portrays a professional image to customers (internal and external) and actively supports the Māori Trustee initiatives.
- Takes responsibility for own actions.