

POSITION DESCRIPTION

AGENCY SUPPORT - CLIENT MANAGEMENT SYSTEM

HOURS: Fulltime: 30 - 40 hours per week

ACCOUNTABLE TO: Operations Manager

FUNCTIONAL

RELATIONSHIP WITH: Agency Support: Reception, Agency Support: Finance & Payroll

RESPONSIBLE FOR : n/a

PURPOSE OF THE POSTITION:

The Agency Support Team keeps our agency humming. The Team supports our front-line staff to be the best they can be in their roles delivering quality services to local whānau and families. The Team has responsibility for reception, financial services, client management services, human resources services, communications, supplies, and fundraising.

KEY AREA OF RESPONSIBILITY:

1. This position will take primary responsibility for our client management system (EXESS). This includes:
 - entering Requests for Service daily
 - auditing data regularly to ensure integrity is high
 - extracting reports into MS Excel for contract reporting and agency reporting
 - supporting staff - training, troubleshooting, liaising with EXESS helpdesk, sharing relevant EXESS updates
 - streamlining and improving systems and processes

OTHER AREAS OF RESPONSIBILITY

Other areas of responsibility may include:

1. Reception duties
2. Human resources support
3. Fundraising Event coordination and/or support
4. Communications

All staff are required to attend the agency's fortnightly team meeting.

Profile and Role Competencies

Personal Qualities

Jigsaw whanganui upholds the ethos of kaupapa whanau in all that it does. For our staff, this means that how we are as a team is how we want our families and whanau to be when they are at their very best.

Our Agency Support Team's role is to support frontline staff to be at their very best.

We are seeking someone who has a genuine "can do" approach to challenges, and works with accuracy, reliability, and absolute integrity.

We value the uniqueness of individuals and their contribution to the spirit of our team and organisation.

Applicants need to have a commitment to and be living a violence free lifestyle. This includes a commitment to use non-violent parenting practices i.e. no physical punishment of children. This commitment needs to be both in your personal life and professionally.

Qualifications and Experience (Desirable)

- A qualification/training in Business Administration
- Experience in data entry/data integrity
- Experience in using MS Excel

Core Competencies (Values, Knowledge and Skills)

- high level of computer competency
- a practical, can do attitude, with the ability to see things through and get results
- able to relate to others in a constructive manner
- able to maintain solid boundaries and hold confidentiality
- able to manage interruptions and prioritise tasks
- commitment to accuracy and attention to detail
- a welcoming personality in person and on the phone
- able to uphold agency values of manaakitanga and whanaungatanga to all visitors and service users
- self-motivated
- team player, ready to provide support to others
- high levels of integrity, reliability, and trustworthiness
- a commitment to ongoing learning and development