

**POSITION DESCRIPTION:**

**OPERATIONS SUPPORT - DATA MANAGEMENT AND HEALTH & SAFETY**

<b>HOURS (Full time):</b>	40 hours per week
<b>RESPONSIBLE TO:</b>	OPERATIONS MANAGER
<b>RESPONSIBLE FOR:</b>	N/A

**PURPOSE OF THE POSITION:**

To support to the agency to ensure data is well-managed, to co-ordinate health and safety tasks to ensure staff and visitors are safe, to provide a warm welcome to visitors, and to give practical assistance to the running of the agency.

**KEY AREAS OF RESPONSIBILITY:**

- Client Management System - EXESS
- Health and Safety
- Fundraising support
- Reception

**1. CLIENT MANAGEMENT SYSTEM**

- enter Requests for Service daily into EXESS
- extract reports into MS Excel for contract and management reporting, and prepare draft reports and dashboards
- audit data regularly to ensure integrity is high
- support staff with training, troubleshooting, liaising with EXESS helpdesk, sharing relevant EXESS updates
- streamline and improve systems and processes
- maintain client and agency confidentiality at all times

## **2. HEALTH AND SAFETY**

- Work closely with Operations Manager to coordinate and contribute to policy review, implementation and maintenance of health and safety processes and documentation.
- Ensure health and safety audits are conducted and action items are completed within required timeframes
- Contribute to the safety and wellbeing of all employees by coordinating the identification, elimination, and minimisation of risks and hazards, and reviewing them regularly
- Support the implementation and continuous improvement of health and safety processes, systems, and procedures
- Coordinate health and safety related training such as fire warden, emergency management and first aid
- Manage ad-hoc health and safety tasks and projects as required

## **3. RECEPTION (SHARED)**

- Ensure visitors/enquirers to the office and the agency are welcomed and attended to in a timely and warm manner
- Answer phone, transfer calls and take messages, clear messages regularly throughout the day, notifying appropriate staff, urgently if necessary
- Answer general enquires and requests for information about Jigsaw Whanganui and direct enquires to appropriate staff person
- Maintain room booking system

## **4. FUNDING (SHARED)**

- Support Operations Manager with planning and implementation of fundraising activities

### **• HOUSEKEEPING DUTIES (SHARED)**

- Maintain stationary, kitchen, bathroom and first aid supplies
- Ensure all supplies are stored in a tidy and accessible manner
- Keep reception area clean and tidy
- Support Operations Manager with other administrative tasks as requested

## **5. SPECIAL PROJECTS**

- Provide administration support to agency projects as requested by Operations Manager

## **6. AGENCY COMMITMENTS**

- Uphold and act in alignment with agency values and code of conduct
- Contribute to “team on duty” tasks as part of the Administration Team
- Attend regular full team hui
- Participate in full team professional development activities

## **Role Competencies**

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.

### **Competencies (Values, Knowledge and Skills)**

- proficiency in Microsoft Office applications, particularly Excel
- experience in working with data, to develop dashboards and reports
- a welcoming personality and a non-judgmental listener who can put people at ease
- a proactive and safety-conscious mindset
- skill in developing and documenting processes
- experience in using EXESS client management system or ability to pick up new systems quickly
- ability to uphold the core agency values to all visitors, service users and staff
- a practical, can-do problem-solving attitude with the ability to see things through and get results
- team player, ready to provide support to others
- absolute commitment to maintaining boundaries and confidentiality
- previous work experience in a role where a high level of attention to detail and multi-tasking was required
- has an absolute commitment to non-violence and respectful relationships in their personal and professional life