

Administrator Position Description

Approved by Executive Director, April 2013

Next review at annual staff appraisal

About the Drug Foundation

New Zealanders use drugs. That use can cause harms and add social, health and economic costs to individuals, families and communities. Preventing and reducing those harms is a big challenge for New Zealand, and it's a challenge the New Zealand Drug Foundation has taken on.

The Drug Foundation has been at the forefront of major alcohol and other drug policy debates for over 20 years. During that time we have demonstrated a strong commitment to advocating policies and practises based on the best evidence available.

We are committed to reducing and preventing the harm caused by drugs in New Zealand. This includes social and health harms caused by legal drugs, such as tobacco and alcohol, as well as illegal drugs, such as cannabis.

Our commitment to reducing drug harm includes moderation in the use of alcohol and ensuring that any illicit drugs, if used, are used safely. We focus on advocating for policies and services that build a healthy society where there is the least possible harm from drug use.

We recognise that drugs, legal and illegal, are a part of everyday life experience. Drugs, and their use, impact on many of us, and on the people we care about. Harms to individuals and families include injury, disease, social, personal and financial problems and a reduced quality of life. Harms to society include unsafe communities, increased need for law enforcement, and high health and economic costs.

All efforts to control or reduce the harm from tobacco, alcohol and illicit drugs must be evidence based, socially just and maintain the rights of individuals and the aspirations of communities.

Work environment at the Drug Foundation

The Drug Foundation works on some of the most challenging issues facing communities. Because of this we invite people to work for us who share our vision and values, and who are passionate about the work we do.

We are a non-government charitable trust. We are staunchly independent and place very high value on the advocacy role of community organisations. We have a small team with a reputation for credibility and professionalism. Our work is respected by policy makers, politicians and other alcohol and drug agencies.

The Drug Foundation has high expectations of those who work with us, and in return we strive to provide a supportive, flexible, innovative and professional work environment.

Our staff:

- demonstrate an understanding of, and commitment to, our values and core principles outlined in our constitution, strategic plan and staff code of conduct
- work within our stated vision, mission and goals, and follow our operational policies and procedures
- incorporate the principles of continuous quality improvement into their activities
- ensure their own safety and the safety of others in the workplace and actively participate in maintaining a safe working environment.

We provide professional development opportunities for all staff in recognition its critical importance in the maintenance of excellence in service quality and job satisfaction. We negotiate initiatives with individual staff which support their work and life balance, such as flexible work hours – we receive external advice from the EEO Trust on the best ways to provide a good work environment.

Our team works in an open-plan office located in the heart of Wellington City; the Cuba Quarter. We are close to great coffee, good food, shopping and public transport. We have a great selection of vinyl, and encourage staff to BYO music.

Purpose of the Administrator role

As with any organisation, efficient administration, robust finances and ongoing quality improvement are critical to the success of the Drug Foundation. And, as with any small office (there's only 5 of us), our Administrator has a wide range of responsibilities, from high level support to the Board of Trustees through to ensuring a good supply of quality coffee in the office.

The Administrator holds a key position within the organisation, as they have an overview of the full range of services and activities provided by the organisation, and works closely with the Executive Director to maintain accountability to the Board and to our funders.

The Administrator's key tasks fall into 5 areas:

1. Maintaining and developing the administration systems
2. Managing accounting and financial systems
3. Supporting governance and management
4. Fostering new and managing existing relationships with our membership
5. Supporting other services provided by the Drug Foundation.

In addition, the Administrator is responsible for ensuring their activities support the Drug Foundation's *Māori engagement strategy and action plan*.

Key relationships

The Administrator reports to the Executive Director.

The Administrator will also, on occasion, supervise contractors and temporary support staff.

Other key relationships are with:

- Drug Foundation staff team
- Drug Foundation Board of Trustees
- Drug Foundation members and other key stakeholders
- The auditor, accountant and other suppliers to the Drug Foundation.

Budget authority

While the Administrator is intimately involved in the accounts and finances of the Drug Foundation, they have limited authority to approve expenditure within budgets approved by the Board of Trustees and as delegated by the Executive Director. The Administrator is required to ensure that they and staff they are responsible for fully complying with the Drug Foundation's finance policies and procedures.

Public statements

Only the chairperson of the Drug Foundation Board of Trustees and the Executive Director are authorised to make public statements. The Executive Director may delegate this authority to policy or communications staff to comment on specific matters from time to time.

Support offered

Supervision

The Executive Director is responsible for ensuring the Administrator understands their roles and tasks and is supported in carrying them out. External supervision may be arranged in consultation between the Executive Director and the Administrator when particular expertise is required.

Performance appraisal

The Executive Director will conduct a performance appraisal annually, as outlined by the Drug Foundation's performance appraisal policy.

The Administrator will participate in an induction process on appointment. There will be a six month performance appraisal in the first year of appointment.

Professional development

The Drug Foundation provides professional development opportunities for all staff in recognition of the critical importance of professional development to the maintenance of excellence in service quality and job satisfaction for individual employees. Assessment of training and development needs will be made as part of the performance appraisal process, and as outlined by the Drug Foundation's professional development policy.

Administrative assistance

All Drug Foundation staff are expected to be self supporting, however clerical and administrative assistance is available for specific tasks and projects by negotiation with the Executive Director.

Conditions of employment

Terms and conditions of employment are set out in the letter of appointment and employment agreement.

Location

The position is based at the Drug Foundation's office in Wellington city (111 Dixon Street). There will be occasions when the Administrator will be required to travel out of Wellington.

Hours of work

Full-time hours are 37.5 hours worked Monday to Friday. Part-time hours (minimum 24 per week) and other flexible arrangements can be negotiated.

There will be occasions when the Administrator will be required to work on evenings or weekends.

Key tasks and performance measures

Maintaining and developing the administration systems	
Key tasks	Expected results
Maintain all office administration, including filing and library, mail, stationery and other office supplies, and information & communications technology systems.	Staff able to easily access files; office supplies on hand as required; tasks completed in a timely and professional manner; ICT systems run smoothly.
Manage all travel and accommodation.	Travel and accommodation arrangements are well organised and are sourced at a good price.

Liaise and manage relationships with suppliers (including couriers, internet service providers, travel agent, printer, stationery supplies); regularly reviews service agreements.	Drug Foundation obtains most effective and efficient services at the best price.
Liaise with the building/tenancy manager for any matters relating to the lease or building services (e.g. repairs).	An effective relationship with the building manager is maintained, and any repairs or problems that may occur to the building are dealt within a timely manner.
Managing accounting and financial systems	
Key tasks	Expected results
<p>It is critical that our robust financial and accounting systems and processes are maintained to very high standards, and that the Board and our funders have confidence in those systems.</p> <p>We manage basic book keeping in-house using an online accounting system called Xero. In-house task includes processing expense claims, membership and other invoicing, and asset management.</p> <p>Other accounting tasks, such as GST and payments, are outsourced to our Accountant. The Administrator works closely with our Accountant.</p> <p>Our policies and processes are well documented and detail the roles of the Administrator and the Accountant (including invoice coding, accounts receivable and accounts payable).</p>	All financial system policy and procedures are followed.
Maintain the fixed asset register with new purchases and write-offs.	Asset and depreciation information is recorded accurately to support annual budgeting.
Maintain accurate recording of resource orders, including online sales, complimentary copies, etc.	Resource stock is recorded accurately for annual audit.
Support end-of-financial year processes, including liaising with Auditor and compiling paperwork.	The annual Audit runs smoothly, and all relevant documents are provided in a timely manner. The Audit is completed in time for the Annual General Meeting.

Supporting governance and management	
Key tasks	Expected results
<p>Board and Annual General Meetings</p> <p>Work closely with the Executive Director to arrange and manage the quarterly Board meetings and the Annual General Meeting, including travel, venue, catering, and distribution of Board papers.</p>	<p>Every meeting runs smoothly; Board members are well informed about meetings and related details; Relevant papers are circulated in a timely manner.</p>
<p>Act as the Board’s “Secretary” for the Board meeting, including taking minutes, and for the Annual General Meeting, including promoting the AGM to members, and coordinating the annual election.</p>	<p>Accurate minutes are taken; AGM runs smoothly; Elections are well organised.</p>
<p>Reporting and compliance</p> <p>Coordinate the 6-monthly Performance Monitoring Report to the Ministry of Health: gather relevant data and resources from staff, draft report for Executive Director.</p>	<p>The PMR is submitted before the due date; all relevant information is included.</p>
<p>Monitor all compliance requirements, and compile relevant reports, including annual reports to the Charities Commission.</p>	<p>All compliance and reporting requirements are met in a timely manner.</p>
<p>Implement occupational safety and health policies and procedures, including hazard checks, and emergency and first aid procedures.</p>	<p>All OSH policies and procedures are followed, and all hazards and risks in the office are managed.</p>
<p>HR and professional development</p> <p>Work with the Executive Director to identify training opportunities for the staff team.</p>	<p>Staff undertake relevant training for their professional development, which supports the work of the Drug Foundation.</p>
<p>Planning and quality improvement</p> <p>Work closely with the Executive Director on annual and project-specific planning, including monitoring progress of key projects against plans. Support the Drug Foundation’s Managing for Outcomes plan.</p>	<p>Projects and services are well managed through regular planning and monitoring.</p>
<p>Monitor and assist in implementing our quality improvement programme.</p>	<p>Services and operations are maintained to a high standard.</p>

Fostering new and managing existing relationships with our membership	
Key tasks	Expected results
The Drug Foundation's strength lies in its diverse membership spread across the country. It's important that relationships with our members are maintained to a very high standard.	
Manage the membership and other databases. Support staff in using the databases for tasks such as mail merging and scheduling stakeholder meetings.	All databases are accurate and up to date and meet legal requirements. Members of staff are able to use the database to find key contacts, especially for mail merging and regular communications/meetings with key stakeholders.
Identify new ways/ incentives to attract new and retain existing members. Be a "champion" for members within the office, so that other staff consider the needs of members in their activities.	Members value their connection with the Drug Foundation. We are able to gather feedback from our members about their key issues; members provide positive feedback about our work.
Represent the Drug Foundation at events, for example on trade stands at conferences.	Clear and consistent messages are communicated about the Drug Foundation in a range of forums.
Supporting services provided by the Drug Foundation	
Key tasks	Expected results
Information and communications services	
Process resource orders: receive web and other orders.	All resources are distributed in a timely fashion.
Work alongside information team to update website with events, vacancies etc.	Website is updated regularly and accurately.
Scan media for drug-related articles, and coverage of Drug Foundation. File clippings.	Drug Foundation maintains an archive of media coverage.
Maintain media contact list for press releases.	Accurate and customised media lists are kept up-to-date, and are easily accessed, to support media advocacy.
Training workshops and other events	
Assist staff with coordinating policy training workshops, conferences and, meetings	Drug Foundation events are run smoothly because all logistics and minor details are

including booking suitable venues, travel and catering.	well organised.
Contribute to the overall development of the Drug Foundation	
Key tasks	Expected results
Actively support the work of the Drug Foundation and other staff, and assist in strengthening the work environment and culture within the organisation.	Works cooperatively and effectively with the Executive Director and other staff members, attends and participates fully in staff team meetings, planning sessions and staff retreats actively participates in organisational wide activities such as strategic planning, and member forums and events.
Undertake other activities which are consistent with the overall purpose of the position.	The Administrator is open to new initiatives, and leads new initiatives.

Who we are looking for

The person appointed to this position will be an experienced administrator. While experience is important to us, your attitude and commitment is of greater value.

You are someone who is comfortable working in a busy office and are happy to take on a range of tasks and learn new skills. You have a sensitivity to and understanding of alcohol and drug issues, and share our vision to reduce the harm from drugs. You are someone who thrives working in a small team environment and values contributing ideas to the team. You are always finding new and better ways to do the job.

The person appointed to this position will have the following skills and attributes:

- At least 6 years' experience in a similar role
- Excellent communications and "customer service" skills
- Demonstrated ability to build and maintain effective relationships with colleagues and service providers/suppliers, and to work constructively with a wide range of people
- Demonstrated proficiency with Microsoft Office products (especially word processing, spreadsheets and mail-merge) and confidence with a range of other information and communications technologies (e.g. Accounts packages, website content management systems, databases).
- Excellent organisational skills, and an ability to manage own work and to work independently and also cooperatively in a small team environment
- Commitment to high quality work and an eye for detail
- Ability to work creatively and be open to new ideas
- Willing to travel for conferences and events.