



Position Description

Role: Administrator Front of House

Service:	Māori Development Service
Reports to:	Team Leader Front of House
Location:	HomeGround
Direct reports:	Nil
Key Relationships	Internal: HUB & Haeata, Street to Home, Calder Health, all HomeGround Mission staff

Our Mission – O Tātou Kaupapa

We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora.

VISION:

A Tāmaki Makaurau where everyone can thrive.

IMPACT STATEMENTS:

Homelessness is brief, rare and non-recurring with affordable and healthy homes a reality for all.

Everyone has access to enough good kai to sustain them and their whānau needs.

Health care is accessible for all, including those suffering the effects of trauma, mental illness and addiction.

Our Values – O Tātou Mātāpono

Manaakitanga - We recognise and value the mana of every person as equal or greater than our own through hospitality, generosity, aroha and respect.

Atawhai - Compassion, care and grace guides our every interaction.

Rangapū - We seek and engage in authentic partnerships characterised by mutual trust, integrity, respect, transparency, commitment and collaboration. We demonstrate our commitment to Te Tiriti o Waitangi through our actions.

Manatika / Mana Ōrite - Committed to equity and seeking dignity for all, we will fearlessly advocate with and for people experiencing greatest need.

Background – Ko wai mātou

The Auckland City Mission was founded by the Anglican Church in Tāmaki Makaurau just over 100 years ago. Since its inception it has sought change and transformation among, and on behalf of, those in desperate need. Through integrated service delivery and effective advocacy, the Mission has adapted to changing needs within the Auckland community, whilst consistently maintaining and building a strong reputation as a reliable and non-partisan voice on behalf those in most need.

Over 10 years ago the Mission began a journey of transformation of both its services and its building, culminating in the creation of HomeGround which opened in February of 2022.

The transformation of the Mission has not only been located to its building and services but critically, and much more broadly, in its understanding and application of Te Tiriti of Waitangi, across all aspects and functions of the Mission.

POSITION PURPOSE - Te Kaupapa o Te Tūranga

The purpose of this role is to provide administrative support to Front of House (FOH), HUB & Haeata, and provide impeccable Mission phone support through the centralised phone number. This position is central to the smooth administrative operations of all laneway activities.

Front of House services: as the waharoa to HomeGround this service is the first point of connection for all visitors, whānau members and community members, and ensures the spirit of manaakitanga permeates all actions and interactions at the Mission. Whānau, are supported by the team in assessing their needs and supporting them to navigate to appropriate support services or destination through a warm handover process.

Haeata: sits as the heart of HomeGround and provides daily nutritious meals in a safe and welcoming environment. Haeata is a space for whānau to re-build and maintain networks and access support to sustain wellbeing. During mealtimes, dedicated, trained staff are engaging with every individual and providing practical pathways out of homelessness and assistance with everyday problems.

Haeata is also a gateway to community-based work opportunities through Street Guardians which provides a twice-weekly opportunity for the street community to spend a day participating in activities with community organisations.

The Hub: is the first point of contact on-site at Auckland City Mission for people who are homeless or at risk of becoming homeless. The Hub is responsible to ensure the safe and effective delivery of triage, assessment, and navigation services for whānau who present with a housing need.

KEY RESPONSIBILITIES

Key Result Area	Key Accountabilities
General administration support	• Provide efficient and timely administrative support to the FOH, HUB and Haeata as required. • Collate information and prepare reports for the FOH/HUB & Haeata to meet all reporting requirements and deadlines. • Ensure policies and operating procedures are current and well communicated to staff. • Proactively review systems and processes for efficiencies and improvements. • Manage recording of data entry for Recordbase • Manage data entry for Street Guardians • Take meeting minutes and manage incident management processes and data for FOH/HUB & Haeata.
Training Co-ordination	• Organise staff training and professional development activities as directed and in consultation with P&C and your manager. • Follow up to ensure all FOH/HUB & Haeata staff are up to date with training. • Collate training data to support performance review process.
Special Projects	• Support and manage adhoc projects as directed by your manager.
Be part of the Mission team	• Comply with all legislative and regulatory requirements and report any breaches as soon as they become known. • Adhere to all Mission operating procedures, policies, guidelines and standards of integrity and conduct. • Guide and support services to be culturally appropriate. • Ensure that any racism, inequities and culturally inappropriate behaviour at the Mission are addressed. • Contribute to building a strong collaborative leadership team that ensures decision making is timely and rigorous, performance is well managed, and the organisation is well lead.

Qualifications and experience – Ngā Whēako – Ngā Tohu Mātauranga

	Essential	Desirable
Qualifications	Tertiary level qualification (or equivalent experience) in a relevant field such as business administration.	Highly developed inter-personal and communication (written and oral) skills.
Skills, Knowledge and Experience	Understanding of te reo me ōna tikanga Māori. Strong sense of self and culture.	Ability to successfully manage competing demands and priorities and remain outcomes focussed.