

Position Description

Employment Agreement:	PSA/DHB South Island Admin Collective Agreement
Position Title:	Security Administrator
Service & Directorate:	Facilities & Property
Location:	Dunedin / Invercargill
Responsible to:	Service Manager Security
Responsible for:	Nil
Delegations:	Nil
Date:	October 2022

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
 We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE
<p>The key purpose of this role is to provide accurate and proactive administrative support to the Security function at Te Whatu Ora Southern, including but not limited to;</p> <ul style="list-style-type: none"> - Access control (including Photo ID cards and key management) - Staff rostering (including organising external security contractors to cover gaps in staff rota) - Financial monitoring (including invoicing and receipting for security related services) - Police vetting (including risk assessing responses back from the Police) - Health & Safety reporting (including responding to any security related incident raised in our Health & Safety reporting systems) <p>To contribute to the smooth and efficient running of the Security team.</p> <p>To support the rest of the team by taking responsibility for undertaking and coordinating various administration tasks on a daily basis. Keep up to date on all processes and procedures for administration tasks which you provide, even those which are not your primary function.</p>

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Management Competencies	
Planning	Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.
Interpersonal Savvy	Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.
Priority Setting	Spends his/her time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

KEY RELATIONSHIPS	
Within Te Whatu Ora Southern	External to Te Whatu Ora Southern
<ul style="list-style-type: none"> • Te Whatu Ora Southern staff (including Finance, Business Analyst, IT Support) • Managers at all levels of the organisation 	<ul style="list-style-type: none"> • Contractors • Otago University staff

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Minimum Level 4 NCEA 	<ul style="list-style-type: none">
Experience	<ul style="list-style-type: none"> At least 2 years administrative experience. Data entry experience that demands a high degree of accuracy. 	<ul style="list-style-type: none"> Experience in financial administration, such as in a bank or accountant's office. Experience in administration in a hospital or facilities environment. Experience in staff rostering. Security experience.
Knowledge and Skills	<ul style="list-style-type: none"> Demonstrated knowledge of accounts processing and related systems with an understanding of purchase orders and invoices. Demonstrated proficiency in data entry for managing invoices and purchase orders. Excellent attention to detail and accuracy. Excellent customer service and support skills. Intermediate computer skills and experience in the Microsoft suite, including a high level of excel proficiency. The ability to manipulate and present raw data into a usable and valuable format. 	<ul style="list-style-type: none"> Knowledge of the Oracle ordering and hierarchy system. Knowledge of other software systems such as BEIMS, Onestaff, Gallagher, Promaster etc. Knowledge of other web-based hierarchy invoice and purchase order entry systems. Skills in training entry-level staff to use software and follow documented departmental procedures. Advanced excel proficiency.
Personal Qualities	<ul style="list-style-type: none"> Ability to follow through a task or assignment from completion with accuracy. Ability to demonstrate sensitivity to the needs and requirements of customers and manage enquiries to their satisfaction. Ability to train staff on software and processes. Ability to apply numerical skills. Capable of working under pressure and meeting deadlines. Ability to work independently and as part of a team. High standard of interpersonal communication skills, including written and verbal. Excellent prioritisation and organisational skills. The ability to pick up and fully utilise new organisationally-specific computer programmes (e.g. Onestaff, BEIMS, Oracle) Take ownership and responsibility of all tasks. Take pride in a job well done, accept feedback and learn from any mistakes. Have a high level of accuracy and be able to prioritise extremely well. 	

KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
<p>Financial Administration</p>	
<p>To ensure all financial related activity for the Security Team (purchase order entry, invoicing, receipting, timesheets, overtime, etc) are undertaken in line with departmental and organisational requirements and the delegations of authority policy, and provide regular monitoring and reporting on such financial matters.</p>	
<ul style="list-style-type: none"> • Provides practical administration support to the Service Manager - Security to enable effective management of budgets. Liaise with Business Analyst to obtain clarification or further information that assists the Managers to manage and track their budgets. • Enter purchase orders as required and action all purchase order enquiries from finance and suppliers. • Manipulate and present raw data from Finance system into a format which is usable and well presented for the requirements of the Service Manager - Security. • Responsible for creating and maintaining the financial year purchase order tracking spreadsheets, updating with the new budget details. 	<ul style="list-style-type: none"> • Service Managers are provided with rapid responses to their queries or requests for data/tracking spreadsheets as required. Clarification is provided on all invoice/purchase order enquiries. • To complete tasks accurately and within timeframes. • Advice is provided to the Service Managers on Oracle functionality and the purchase order tracking spreadsheet to assist them in managing their budgets. • Providing the required information/services and using initiative to improve the service. • Prioritise workload to ensure you action purchase orders in an accurate, efficient and timely manner. • All financial administration tasks are completed with a very high level of accuracy, quality control and completeness checks are undertaken. • Raw data is manipulated and presented to the specified requirements.
<p>Security Administration</p> <p>To contribute to the smooth and efficient running of the Security team. To support the rest of the team by taking responsibility for undertaking and coordinating various administration tasks on a daily basis. Keep up to date on all processes and procedures for admin tasks which you provide, even if those which are not your primary function.</p>	
<ul style="list-style-type: none"> • Administering the Photopass system and associated email inbox. • Administering the Key Management system (ProMaster) and associated email inbox. • Administering the Police Vetting process and associated email inbox. • Maintain a high standard of integrity and work ethic including the utilisation of Te Whatu Ora Southern equipment and consumables economically. 	<ul style="list-style-type: none"> • Requests for additional access, and new photo ID card requests, are processed in a timely manner within own workload and deadlines, with a high level of accuracy, professionalism and self-motivation. • Requests for new or replacement keys are processed in a timely manner within own workload and deadlines, with a high level of accuracy, professionalism and self-motivation. • Requests for police vetting are processed in a timely manner within own workload and deadlines, with a high level of accuracy, professionalism and self-motivation. • Issues with workload are identified quickly and an attempt is made to identify options based solutions before escalating to line manager. • Active participation in planning, problem solving and initiatives for the security team. • A positive attitude to change in workload, processes and priorities is exhibited.

General Administration	
Provide high quality administrative support to the Security Team, ensuring efficient and effective service delivery.	
<ul style="list-style-type: none"> • Provide timely and accurate confidential administrative support to enable the efficient functioning of the Security service. • Assist with staff rostering, drawing up rotas in advance for both inhouse security staff and external contracted security staff. • Monitor the Safety 1st and Feedback systems for incidents relating to the Security service. • Administer all security related contracts, in partnership with the Contracts Manager. • Set up and maintain effective electronic and paper filing systems and procedures relevant to the service, enabling quick access to information. • Demonstrate attention to detail and accuracy. • Demonstrate a willingness to adapt to changing needs of the service. • Evaluates situations and identifies existing or potential problems and opportunities. • Demonstrate excellent customer service skills, by listening and interacting with stakeholders in a courteous, polite and responsive manner while adhering to relevant established protocols. 	<ul style="list-style-type: none"> • Appropriate and fair staff rostering is completed in a timely manner. • Ensure all Safety 1st and Feedbacks are responded to in a timely manner. • All duties performed to a high standard. • Prompt response to requests. • Enquires are handled efficiently, promptly and appropriately. • Efficient transactional processing. • Identify potential improvements to systems and processes to ensure the continuous improvement of administrative duties. • Adherence to work practice in line with organisational and finance policies. • Accurate high quality documentation produced in a timely manner. • Incoming phone calls and visitors are given exceptional customer service. • Prioritise work to ensure efficient service delivery. • Recognise that everyone is entitled to consideration and respectful care without prejudice.
Living Te Whatu Ora Southern Values	
Proactively demonstrating Te Whatu Ora Southern values in all aspects of the role.	<ul style="list-style-type: none"> • Demonstrates behaviours that we want to see from each other, at our best. • Contributes positively to a culture of appreciation, a learning culture, where people feel safe to speak up. • Contributes positively to team and other initiatives that seek to improve patient and whanau experiences and/or staffs experience of working.
Other Duties	
Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.	<ul style="list-style-type: none"> • You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • You produce work that complies with Te Whatu Ora Southern processes and reflects best practice. • Research undertaken is robust and well considered.
Professional Development – self	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> • Training and development goals are identified/agreed with your manager. • Performance objectives reviewed annual with your manager. • You actively seek feedback and accept constructive criticism.

Health, Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Te Whatu Ora Southern's Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> You understand and consistently meet your obligations under Te Whatu Ora Southern's Health and Safety policy/procedures. You actively encourage and challenge your peers to work in a safe manner. Effort is made to strive for best practice in Health and Safety at all times.
Treaty of Waitangi	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date