Administrator

Overview

The Administrator is knowledgeable in administrative services, systems and processes relating to the member and volunteer lifecycle, from recruitment, recognition, training and development through to exiting. Their expertise contributes to a seamless positive experience for members and volunteers.

With their high attention to detail, the Administrator plays a key role in maintaining accurate and up-to-date information in the NZRC national membership database, national performance and service delivery records and the members' honours and awards processes.

The Administrator also provides administrative support across other area support team functions, including area elections, area planning, service centre processes, invoicing and supporting the management of NZRC property and assets in the Area.

The Administrator reports to the Senior Area Partner, who supports their work planning, prioritisation, performance and development.

This draft is not a formal employment role description but developed for the purpose of aligning all Area governance and leadership roles. It examples how the role works in practice.

Guide to what this might look like:

Leadership

• Promote an awareness of the values, principles, and history of International Red Cross and Red Crescent Movement and NZRC.

• Lead by example, modelling and encouraging member adherence to the fundamental principles that displays NZRC's expectations on behaviour (e.g.: Code of Conduct), and promoting diversity, equity, and inclusion.

• Actively support our commitment to uphold Te Tiriti o Waitangi | The Treaty of Waitangi and our humanitarian mission to improve the lives of vulnerable people.

Area Council elections

As agreed with Senior Area Partner, support with nominations and elections logistics and updating the national database.

Area communication distribution

• Contribute to the PMER hub logs, stories, and reports.

• Distribute Red Cross communications to the appropriate audience as required via effective and secure platforms.

• Prepare information materials as required, especially for the NZRC call centre website and digital tools.

Area Council meetings

Support with the logistics of Area Council meetings in agreement with the Senior Area Partner.

Budgets and finances

Provide administrative support to the Senior Area Partner with budget management, such as processing invoices.

It also might look like:

Area Planning

• Provide administrative support for area planning where needed and as agreed with the Senior Area Partner.

• Input collected information and data into the national register database and the PMER Hub.

Health, safety and wellbeing

• Promote a focus on health, safety and well-being (e.g.: spreading what well-being resources and support are available).

• Participate in health, safety, and well-being induction and training.

• Support the Area Support Team's documentation on health, safety and well-being.

Relationship and partnerships

External

If needed, support the Area Support Team in its roles in external partnership and relationship management as agreed with the Senior Area Partner.

Internal

Collaborate with area councillors, Branches, Groups, members, volunteers, and staff, delivering administrative knowledge and support in the functions of the Area Support.

Emergency management

(Reduction, Readiness, Response, Recovery)

Provide administrative support as required by the Senior Area Partner.

Fundraising

Support the Senior Area Partner as required with planning and logistics for national fundraising activities.

Managing members and volunteers

Recruiting and exiting

• Maintain Red Cross people databases and reporting and monitoring of contributions on national performance and delivery.

• Provide administrative support for volunteer onboarding processes.

• Support RITO database management for members and volunteers.

• Support diverse volunteer recruitment.

Training and development

Support training processes, including providing logistical support for the delivery of training across the Area.

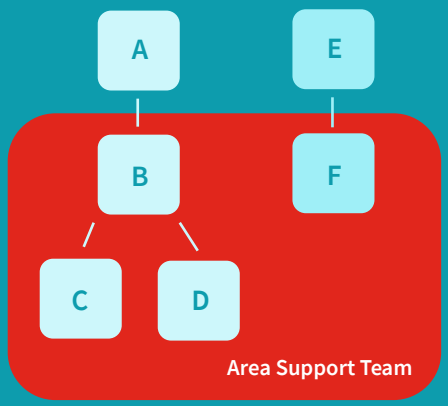
Recognition

Carry out the honours and awards process, providing administrative support to Red Cross People with the recognition of members, forward nominations to the area chair and provide logistical support as required.

Dispute and complaint management

Provide confidential administrative support to Area Council for member disputes or any issues of unacceptable behaviour, discrimination, bullying or harassment as directed by the Senior Area Partner.

Team Structure



A) Director Membership and Volunteering

B) Senior Area Partner

C) Advisor Area Support

D) Administrator

E) Director Coordination and Planning

F) Area Coordination and Planning Lead

NEW ZEALAND RED CROSS
RĪPEKA WHERO AOTEAROA