

Position Description
Team Assistant
Reports to General Manager

Background

Utilities Disputes is a not-for-profit organisation, providing dispute resolution and other related services in the utilities sector. Utilities Disputes operates the Energy Complaints Scheme and the Broadband Property Access Disputes (BSPAD) Scheme.

To achieve its aims, Utilities Disputes must ensure it is:

- Accessible
- Independent
- Fair
- Accountable
- Efficient
- Effective

Utilities Disputes consists of a focused team who work together in a supportive environment to achieve its vision, as New Zealand's trusted utilities dispute resolution service.

The Team Assistant must not have any conflicts of interest in carrying out the role, and must apply the principle of independence to all aspects of their work.

Purpose of role

The purpose of the Team Assistant role is to provide administrative support for the Utilities Disputes team.

Person specification

Professional skills

- Administration support experience
- Accounts payable/receivable experience – intermediate level
- Office management experience in a medium size organisation
- Computer literacy (MS Office, cloud based systems and databases, Google suite of products, including Xero and website maintenance)
- Excellent written and oral communication skills
- Demonstrates independence (both actual and perceived)

Interpersonal skills

- Ability to prioritise tasks effectively
- Proactive and solutions-focused
- Detail focused
- Effective time manager
- Effective communicator
- Builds professional relationships with stakeholders
- Demonstrates resilience
- Collaborates effectively with colleagues
- Continuous improvement focused
- Active listener
- Asks effective questions
- Adaptable
- Flexible
- Open-minded
- Decisive
- Receptive to new ideas

Responsibilities

The principal responsibilities of the Team Assistant are summarised below.

General administration and support

- Book travel and accommodation including arranging meetings, venues, catering etc.
- Maintain a log of all incoming correspondence, scan and file (electronically), and ensure outgoing mail is cleared each day
- Produce standard letters and assist managers and staff with the preparation of reports and papers
- Assist with the administration of the member and provider self-reviews, including monitoring and collation of responses
- Assist the operations team with receiving incoming calls at peak times and when the team is in meetings
- Update and maintain internal office information, such as staff lists and information in databases
- Keeping staff induction resources up-to-date and coordinating induction tasks such as meeting arrangements
- First point of contact for IT related issues for team, and liaison point for IT providers and database provider, including escalation, and follow-up
- Assist the Reporting Analyst where required to ensure timely electronic delivery of periodic reports

Accounting and resources support

- Assist in ensuring the efficient and effective management and administration of the office including purchase of office equipment and consumables; development and maintenance of a centralised filing system (including Google Drive and related applications) and update and maintenance of library resources
- Provide day to day management of accounts payable and accounts receivable functions, including entering invoices and payments in Xero and setting up payments in online banking system
- Assist with annual financial audit preparation and provide assistance during the audit process
- Complete bank account reconciliations
- Assist with preparing monthly accounts
- Manage and reconcile petty cash
- Annual levies – ensuring all Xero contacts are up to date; following up outstanding invoices via phone and email

Communications support

- Assist with sending out routine information and reports to providers, members and stakeholders
- Assist with updating the website, including case notes

- Provide administrative support for new providers, e.g. welcome packs, updating iMIS and other contact lists and tags
- Zoom (Webinar and meeting software) - provide technical support and training for staff
- Responding to requests from stakeholders for resources and keeping accurate records of requests and responses

Backup support and general tasks

- Provide support for the Executive Assistant and Provider and Communications Coordinator positions, when required
- Assist with Board meeting arrangements
- Undertake other tasks as required

Competency description	Performance measure
Relationship building	<p>Builds and manages effective relationships with all stakeholder groups treating others with dignity and respect.</p> <p>Evidence of positive relationships through feedback from key stakeholders.</p> <p>Evidence of tangible outcomes and results from those relationships.</p> <p>Maintaining the values and ethics of Utilities Disputes through feedback from those engaged in a relationship with Utilities Disputes.</p>
Delivery and detail focused	Delivers consistently to a high professional standard, has an eye for detail with the ability to write in plain English.
Technical awareness	Understands how to best use technology to support the outcomes of the office and can apply this in their work.
Results focused / continuous improvement	Continually seeks ways to improve delivery of administrative functions to the office. Simplifies complex processes by getting to the core purpose.
Team work	Strong, supportive team player who demonstrates initiative and enthusiasm to all aspects of the role.
Personal effectiveness	<p>Plans, organises and prioritises, to manage own time and work efficiently. Systematic setting goals and measures with ability to multitask effectively, avoiding time wasters.</p> <p>Looks for ways to develop oneself.</p>
Action orientated	Pursues work with energy and drive, seizing challenging opportunities with lots of activity early on. Translates plans into action, taking responsibility at a strategic level for getting the job done to a high standard.
Risk/reputation awareness	Effectively identifies and manages risks to Utilities Disputes.