



POSITION DESCRIPTION

Job Title:	Administrator
Team/Group:	Care & Support and Prevention
Job Reports to:	Community Operations Manager (Care & Support) with a dotted reporting line to the Prevention Manager (Prevention)
Location:	Wellington
Job Purpose/Objective:	<p>Contribute to the achievement of the Heart Foundation's vision, purpose and strategic plan by:</p> <ul style="list-style-type: none"> • Providing high-quality administrative assistance to both the Care & Support Service and the Prevention Service. • Ensuring the efficient running of the Wellington office and acting as first point of contact for internal and external stakeholders to the office.
Reporting Structure/Direct Reports:	No direct reports
Limits of Authority:	No delegated authority
Key Responsibilities/Tasks:	<p>Care & Support Team</p> <ul style="list-style-type: none"> • Provide administration support for Care & Support workstreams and initiatives such as: <ul style="list-style-type: none"> ○ Processing the team's expense claims, mileage claims, monthly visa statements ○ Coordinating calibration of the bp monitors and AEDs ○ Coordinating/administrating stocktakes of the team's equipment and ordering replacements as required ○ Ensuring vehicle management matrix is kept current and any vehicle maintenance issues are resolved ○ Handling travel requests from C&S team members outside of campaigns/huis ○ Assisting/supporting colleagues as a point-of-contact for their admin queries • Provide administration support for Care & Support consumer facing programmes such as the Scales Project • Work closely with the Care & Support Secretary/Administrator based in Auckland to ensure day-to-day functions are co-ordinated across the service and completed effectively. • Support the Heart Health Promoter team with all aspects of event management as required. • Ensure the administration operating procedures manual (Confluence) is regularly reviewed and kept up to date.

(Date last updated: 02/09/2025)



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	<p>Prevention Team</p> <ul style="list-style-type: none"> • Provide administration support for Prevention programmes and initiatives. This includes, but not limited to, <ul style="list-style-type: none"> ○ Participate actively in Prevention Delivery Team meetings, accurately record actions and decisions, and ensure timely follow-up on assigned tasks to support effective programme delivery ○ Processing the team's expense claims, mileage claims, monthly visa statements ○ Coordinating/administrating stocktakes of the team's equipment and ordering replacements as required, including monthly stationary orders, office equipment etc. ○ Coordinating organisation of the Education Resources in the Wellington Office ordering replacements as required. ○ Responsible for administration surrounding the reporting process, including issuing reminders to contributors, formatting report templates, and distributing final reports to relevant parties ○ Coordinate agendas and associated tasks for meetings and annual hui in-person hui as required ○ Manage travel bookings, including flights, accommodation and transport for Prevention Team ○ Assisting/supporting colleagues as a point-of-contact for their administration queries ○ Maintain digital workspaces in SharePoint and Confluence to ensure information is easily accessible and up to date ○ Co-ordinate national Schools and ELS webinar registrations, correspondence pre- and post-delivery, record keeping in CRM System (Kete). ○ Coordinate the recording and editing of webinars, and ensure they are stored on the Professional Development page of the website, in collaboration with the Marketing & Communications and Information Services teams. <p>Wellington Office Administration Services</p> <ul style="list-style-type: none"> • Provide front-of-house service for the Wellington office either in person or virtually if working from home in an accurate and timely manner. • Ensure smooth day-to-day running of the office, including supplies and resource ordering. • Raise any health and safety issues related to the office or work environment in a timely manner. <p>General Administration</p> <ul style="list-style-type: none"> • Undertake any other duties within the scope of the role as reasonably required.
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Training	<ul style="list-style-type: none"> • Cardiopulmonary Resuscitation (CPR) Training – all employees are required to obtain and maintain current CPR status
Key Relationships:	<p>Internal</p> <ul style="list-style-type: none"> • Care & Support Team • Prevention Team • Wellington Office Staff • Fundraising and Partnerships team • Marketing and Communications Team • Shared Services <p>External</p> <ul style="list-style-type: none"> • Heart Foundation stakeholders • Contractors • Volunteers
<p>Experience</p> <p>Skills</p>	<ul style="list-style-type: none"> • Minimum of three years' experience in an administration role, ideally in the NGO or charity sector. • Proven experience supporting multiple teams and programmes of work. • Demonstrated experience in developing, implementing, and maintaining effective administration systems and processes. • Strong interpersonal skills with the ability to support and interact with a diverse range of people. • Excellent communication skills. • Highly organised with attention to detail. • Strong Microsoft Office skills and ability to work with web-based services. • Sound knowledge of customer relationship management databases. • Strong customer focus with a positive 'can-do, will-do' attitude. • Self-starter who takes initiative and ownership of their work. • Ability to prioritise and, remain calm under pressure, and meet deadlines. • Flexible and proactive team player

The job description above gives a general overview of the role and level of work to be performed by the incumbent. It is not a prescriptive list of all responsibilities and skills required. Reasonable changes to the role may be made if appropriate.