



BUSINESS SUPPORT ADMINISTRATOR Position Description

Post Number:	EMV927
PD Created / Modified:	September 2021
Department/Group:	Whanganui & Partners
Responsible To:	Executive Assistant & Administration Manager
Location:	Innovation Quarter, St Hill Street, Whanganui
Position Purpose:	This position exists to:

- Preparing and processing accounts receivable and accounts payable.
- Reconciling accounts in Xero and verifying recorded transactions and investigating irregularities.
- Handling day to day financial transactions, gather and organise data to hand over to the Administration Manager.
- PAYE, GST and INC tax planning and administration including liaison with the IRD and our accountants as required
- Processing Staff Time-Sheets, leave management and payroll deductions.
- Assisting with the payments relating to Visitor Information Centre.
- Maintaining our health and safety and risk registers as required
- Supporting the Administration Manager with preparation of reporting and other administration tasks/projects as required.

Whanganui & Partners (W&P)

We are a Council-Controlled Organisation. Our operations are overseen by our Board and management staff, while our funding and strategic direction is decided on by Whanganui District Council. Our Statement of Intent is updated annually and sets out the strategic direction for the organisation, reflecting the expectations of our stakeholders, and we produce an Annual Report which measures our outcomes.

Vision and Mission

- Whanganui: vibrant, prosperous and rich with opportunity
- Lead and drive richness and opportunity through education, lifestyle and commerce

Goals and Principles

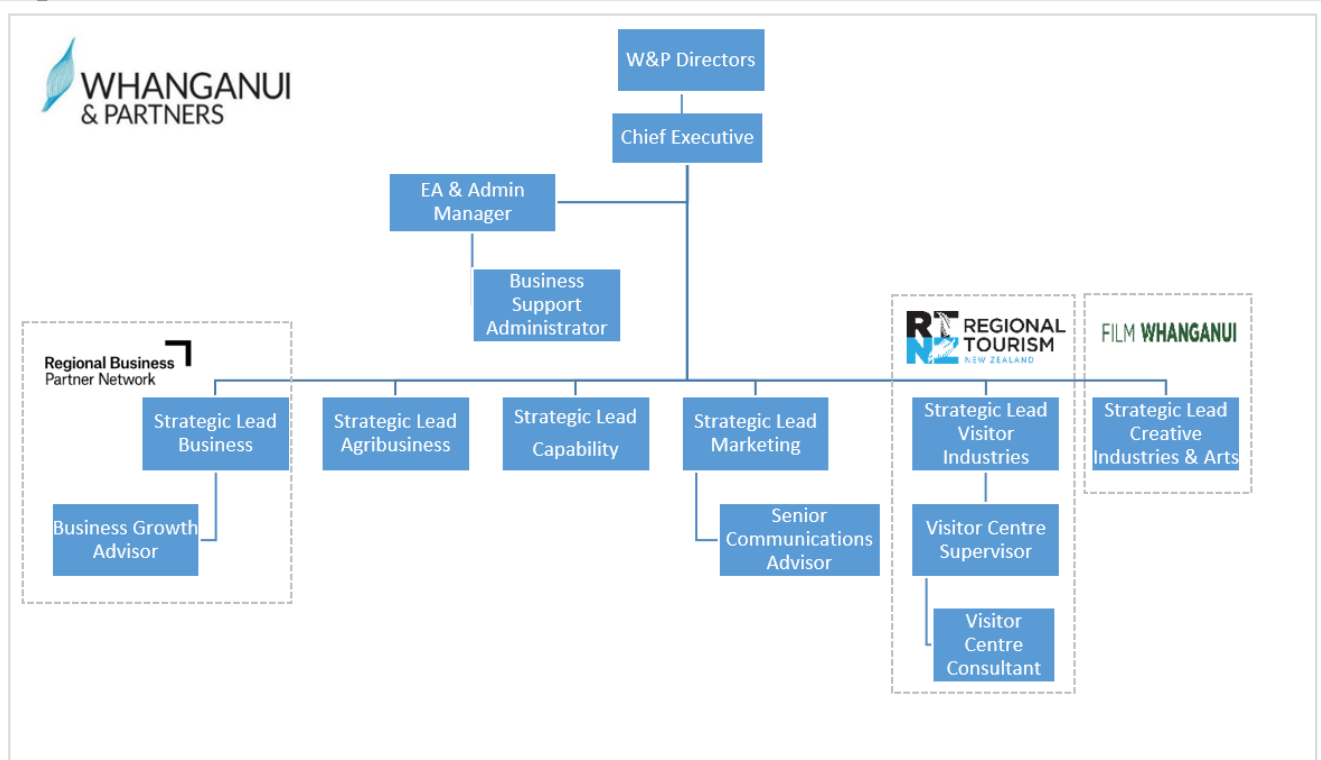
- **RETAIN, GROW, ATTRACT**

In order to maintain focus, these goals will inform our decision making, be it business, education, marketing of our destination or using innovation and communication.

- **PARTNERSHIP | TRANSFORMATION | INNOVATION | COMMUNICATION | FOCUS**

Using these principles we will strive to find the best methods to achieve our strategic outcomes. W&P are committed to the ongoing success of the district and will focus on measurable outcomes that lead and drive the growth of our community. We will work cooperatively with all those committed to the same outcomes, and apply the WDC culture and values to deliver on expectations.

Department Structure



Functional Relationships

Key Internal and/or external contacts	Nature of the contact most typical: <i>(e.g. courtesy, understanding others, giving/receiving information, explaining things, liaising, advising, gaining cooperation, facilitating, influencing and persuading, resolving minor conflicts, mediating, negotiating, formal negotiation, supervising, leading.)</i>
External	
<ul style="list-style-type: none"> • Suppliers • Visitor Information Sector • Business sector • Visitor sector • Rural sector • Interest and community groups • Public and individuals • Other local authorities • Central Government agencies 	<ul style="list-style-type: none"> • Courtesy, co-operation, explaining things to people, giving and receiving information. • Collaborating with others and gaining co-operation, in resolving minor conflicts if necessary. • Persuading and influencing, facilitating and motivating and persuading others. • Networking, promoting, advocating, strategising, visioning and reporting. • Collaboration with key stakeholders which allows for open and accepted feedback and feedforward. • Communicating effectively and succinctly to relevant and appropriate parties.
Internal	
<ul style="list-style-type: none"> • Whanganui & Partners CEO and colleagues • Whanganui & Partners board 	<ul style="list-style-type: none"> • Giving and receiving information, advising, influencing, gaining co-operation, facilitating and motivating. • Management reporting to the Whanganui & Partners Manager and working with the Whanganui & Partners team.

Responsible For:

Direct Management of Staff:	Nil
Indirect Management of Staff:	Nil

Financial Responsibility:

Delegated Authority:	In accordance with WDC Delegated Authority guidelines
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Key Task Summary:

The position of Business Support Administrator is responsible for assisting the Administration Manager and providing day to day operational, financial and administrative support including:

1. Invoice & Creditors
2. Process Payment Run
3. Payroll Processing
4. Administration Support
5. Customer Service
6. Council Long Term & Annual Planning Process
7. Emergency Management
8. Risk/Safety Management
9. Health & Safety
10. Professional Development and Training
11. Other

Key Result Area:	Job holder is successful if:
1. Invoices and Creditors	
<ul style="list-style-type: none"> • Process and payments relating to Whanganui & Partners creditors by their due date. • Ensure all invoices are correct and within W&P's delegated authority levels. • Maintain creditors' database. • Review creditor statements. • Monitor updates to Inland Revenue legislation and apply these to processes as appropriate to the role. 	<ul style="list-style-type: none"> • A high level of accuracy is maintained and payments made on time. • Invoices are correctly authorised for payment. • Data entry is accurate at all times. • Confidentiality maintained at all times. • No duplicate payments are made. Ensure no outstanding balances occur. • GST and withholding tax requirements are understood and applied.
2. Process Payment Runs	
<ul style="list-style-type: none"> • Maintain security measures relevant to the handing of cheques. • Send direct credit remittances and cheques. • Process creditors in a timely manner. 	<ul style="list-style-type: none"> • All cheques are accounted for and no duplications occur. Audit requirements are maintained. • Remittances and cheques are posted within specified timeframes (on day of payment run). • Deadlines are met payment runs are processed weekly. Terms of Trade are adhered to.
3. Payroll Processing	
<ul style="list-style-type: none"> • Receive payroll information, accurately complete processing and check input. • Accurately process cessations, appointment, deductions and other adjustments as necessary. • Arrange for urgent/manual payments when necessary. • Process payment runs to create reports for sign off by the CEO • Confidentiality is maintained at all times. • Prepare PAYE Payment Returns and file with IRD and complete IRD Tax Assessment reconciliations when required. 	<ul style="list-style-type: none"> • Fortnightly pay runs are completed and processed with staff pay in their bank accounts, correct and on time. • New staff are set up in time for the next practicable pay run and exiting staff are terminated on time with no overpayment occurring. • Any urgent payroll related issues are dealt with in a manner that is client focussed and professional. • Payrun reports are provided on time and input is correct. • Confidential material is accessed and stored in a manner that ensures staff will not accidentally view confidential material and W&P staff privacy is respected at all times as per policy. • IRD Returns are completed and submitted on time and are accurate.

4. Administration Support	
<ul style="list-style-type: none"> • Provide administration Support to Administration Manager. • Coordinate activities and processes across assigned responsibility area. • Modify and improve office systems and processes to improve workflows and functionality. • Manage confidential correspondence and related information. • Invoices are checked and GL coded, then promptly reassigned to the appropriate manager for approval. • Legislative publications and filing are kept updated and accessible to managers. 	<ul style="list-style-type: none"> • The Executive is fully supported and actions are successfully completed. • Office systems run smoothly with a continuous improvement approach. • Site visits, travel and accommodation are organised in accordance with W&P best practice. • Zero breaches of confidentiality. • Advice is timely, accurate and appropriate. • Accounts/invoices are reviewed, and signed off in a timely manner, adhering to audit NZ standards. • Purchase orders are created in a timely and accurate manner. • Updated and accurate legislative publications are available to managers and staff.
5. Customer Service	
<ul style="list-style-type: none"> • Ensure a high quality internal and external customer service is provided by the team. • Positive profile of the Council is enhanced and maintained. • Team members are coached and developed in providing excellent customer service. • Monitor and assess customer service delivery. 	<ul style="list-style-type: none"> • Customer service focussed behaviour is modelled and reinforced to ensure that internal and external customers are satisfied with the service received. • Team members are able to address, and where possible resolve, customer requests for service. • An environment is fostered where a professional, quality service is provided to customers (both internal and external). This service includes: <ul style="list-style-type: none"> ○ Customer needs are clearly identified ○ Requests for information are met in an accurate and timely manner ○ Meeting all commitments made for, or on a customer request ○ The Whanganui District Council 'code of conduct' for customer service is implemented, which would include confidentiality of all information. • Customer service standards are achieved. • Regular feedback from key stakeholders is sought and acted upon. • Team members are encouraged to identify better ways of doing things to improve customer service.
6. Long Term / Annual Planning Process	
<ul style="list-style-type: none"> • Support and participate in the Long Term & Annual Planning process for the Council when required. 	<ul style="list-style-type: none"> • The Project Manager receives effective support in achieving the Council's statutory obligations in the development of the plans.

7. Emergency Management

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| <ul style="list-style-type: none">• Support and participation in Emergency Management for Council when required. | <ul style="list-style-type: none">• The Emergency Manager receives effective support in achieving the Council's statutory and community obligations in emergency and risk management.• Effective and active participation, and, where appropriate, the release of staff for emergency response situations and planned training. |
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8. Risk/Safety Management	
<ul style="list-style-type: none"> Compliance with Risk/Safety Management. 	<ul style="list-style-type: none"> Best practice risk management procedures apply to all projects and activities. Compliance with Council risk/safety management policies and procedures. Risks associated with functions managed/policies being developed are accurately identified, evaluated and reduced.
9. Health & Safety	
<ul style="list-style-type: none"> Help ensure all work systems, practices, equipment, and substances are suitable for their intended purposes and meet safety requirements. Provide adequate training and kept sufficient training records, information, instruction and supervision to ensure staff are competent. Comply with any reasonable instruction that is given to them by the PCBU to allow the PCBU to comply with the law. As far as is reasonably practicable ensure that acts or omissions do not adversely affect the health and safety of others. Ensure staff understand their responsibilities in emergencies. Ensure accurately reporting of all accidents, injuries, near misses in a timely fashion for recording into People Safe. 	<ul style="list-style-type: none"> Ensure systems currently reflect the work systems and practices required for a safe work environment. Access required training or up skilling to ensure staff are competent to carry out their allocated tasks and in the case of any emergencies. Ensure the PCBU is not put at risk by staff not following instruction or having the required skill set. Ensure staff are inducted at commencement of employment and when systems or workplaces change. Ensure staff accurately report all incidents in a timely fashion so they can be investigated to reduce the risk of harm to others.
10. Professional Development and Training	
<ul style="list-style-type: none"> Professional Development/Training Needs. 	<ul style="list-style-type: none"> Own training needs are identified through appraisal and training needs analysis. Agreed training programmed/development opportunities are taken up. Knowledge of both management and professional areas remains up to date.
11. Other	
<ul style="list-style-type: none"> Special projects are completed from time to time, meeting quality standards and deadline requirements. Ability to travel away overnight and to respond to emergency situations. 	

Note:

The above performance standards are provided as a guide only. The precise performance objectives and measures for this position will need further discussion between the job holder and manager as part of the performance management process.

Person Specification:

<i>Qualifications</i>	
Essential:	Desirable:
<ul style="list-style-type: none"> • Diploma and/or Degree in Accounting 	<ul style="list-style-type: none"> • savvy, with at least an intermediate to advanced skill level in Excel
<i>Knowledge/Experience</i>	
Essential:	Desirable:
<ul style="list-style-type: none"> • Demonstrate a high level of experience across generalist accounting tasks and Xero • Strong knowledge of NZ payroll/ACC legislation. Experience working with XeroMe or similar payroll system is preferred. • A solid understanding of accounts payable, payment processes and bank reconciliations and the month end process. • Experienced in administrating internal controls & associated internal policies in relation to accounts payable and payments. • Highly organised, structured and able to manage your time effectively through taking a systematic approach to your tasks. • A strong team player who is also capable of working independently, with flexibility and a willingness to help. 	<ul style="list-style-type: none"> • Experience working in a local government/multiple stakeholder organisation. • Ability to communicate effectively and appropriately raise issues and concerns. • To be system

Variation

From time to time it may be necessary to consider changes in 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 performance planning for the annual performance cycle or as required.

Acceptance of Position Description:

I have read the attached Position Description and agree that it represents the duties I will perform for the above position.

Employee: _____ Dated: _____

Manager: _____ Dated: _____