

Business Support

Position description

Working together moves mountains

Workwise is a unique employment support agency. We work with people who are facing personal or health challenges and support them to return to or stay in employment.

Workwise has taken a 'whole of person' approach to providing employment services for people. We know having a paid, good quality job brings health and wellbeing, financial security, an increased sense of citizenship and other positive social impacts.

We work in partnership with Work and Income, District Health Boards, Primary Care, Department of Corrections and other NGO's.

Workwise Employment Ltd is a registered company with charitable status and operates in Auckland, Waikato, Rotorua, Bay of Plenty, Taranaki, Whanganui, Wellington and Canterbury.

Purpose

You will:

- ✓ ensure business support functions are undertaken effectively and efficiently
- ✓ actively assist your team to support people to return to work and remain at work
- ✓ contribute to our reputation for excellence and innovation through delivering high quality service and by seeking opportunities to continuously improve everything we do

Focus

- ✓ Every day, be the "go to person" and manage the technical and administrative support for your team.
- ✓ Engage in value added relationships with your team, Workwise clients, stakeholders and others.
- ✓ Work collaboratively and actively participate with all services and teams Workwise are integrated with.
- ✓ Act in a culturally safe and respectful manner by being mindful of the culturally diverse nature of the workplace and community.
- ✓ Develop an understanding of the business, the service provided and how to best add value.
- ✓ Be a safety champion by modelling behaviours and actions that keep you and other safe.
- ✓ Your wellbeing practices are reflected through your balanced attitude that keeps you performing at your best.

Key Performance Indicators

- ✓ Provide technical support and training to your team and/or visitors with items such as phone systems, meeting room equipment and software (Microsoft Office Suite) and Recordbase.
- ✓ Build wide and effective networks of contacts inside and outside of the organisation.
- ✓ Be the central point of contact for the regional office, and the face of Workwise for clients, stakeholders and others.
- ✓ Manage administrative processes to provide outstanding support to your team.
- ✓ Identify and organise resources needed to accomplish tasks.
- ✓ Develop an understanding of the business, the service provided and how best to add value to the business.
- ✓ Follow Workwise policies and processes.

Attributes

Leader

Take leadership in applying your specialist technical knowledge and expertise to achieve work objectives.

Positive

Adopt a positive “whatever it takes” attitude to establish good relationships both inside and outside of the organisation.

Confident

Champion collaboration and focus on your teams to achieve goals.

Purposeful

Inspire others with energy, enthusiasm and motivation to take action.

Creative

Produce new ideas, approaches or insights to seek opportunities for organisational improvement.

Instil Hope!

Requirements

- ✓ Strong administrative skills and relevant experience
- ✓ Administration qualification / course achieved
- ✓ Exceptional relationship building and communication skills.
- ✓ Excellent written and verbal communication skills.
- ✓ An eagle eye for detail.
- ✓ A focus on responsiveness, relationships and results.
- ✓ A client-focused approach.
- ✓ Excellent time management and organisational skills.
- ✓ Proficiency in Microsoft Office Suite.
- ✓ Full driver's license desirable.
- ✓ NZ Certificate in Business (Administration and Technology) (level 3 or above) – preferred but not essential