

# RAUKAWA CHARITABLE TRUST (RCT)

## Position Description

<b>POSITION TITLE</b>	<b>Pou Awhina Whaiaro (Personal Assistant to Group Manager Kākara Whakarei)</b>
<b>LOCATION</b>	Tokoroa
<b>REPORTS TO</b>	Pou Tahū Ahurea – Group Manager
<b>PURPOSE OF POSITION</b>	<p>To provide administrative support to the Group Manager Kākara Whakarei and Cultural Education Leads.</p> <p>Key responsibilities include:</p> <ul style="list-style-type: none"> <li>• provision of accurate and timely administrative and business support to the Group Manager of Kākara Whakarei and Cultural Education Leads,</li> <li>• effectively manage the office and workflow of the Group Manager in a proactive and professional manner,</li> <li>• develop, implement and maintain efficient business support systems, processes and Standard Operating Procedures.</li> <li>• assist as directed in managing key relationships for the Group Manager and Leadership Team,</li> <li>• gather and ensure data aligned to Te Manawapouhihiri is reliable</li> <li>• create written and visual reports aligned to the above</li> <li>• lead and/or support projects that enhance the business efficiencies across the group.</li> <li>• Maintain the Te Manawapouhihiri Website, resources and merchandise</li> </ul>
<b>VISION</b>	<b>Raukawa kia mau, kia ora</b> - A thriving Raukawa iwi.
<b>RCT MISSION</b>	To deliver outstanding cultural, social and environmental outcomes to ngā uri o Te Poari Matua o Raukawa.
<b>VALUES</b>	<p><b>Tika</b> – working with integrity</p> <p><b>Pono</b> – working toward the vision/genuine intent</p> <p><b>Aroha</b> – compassion and regard for others</p>

### REPORTING STRUCTURE

#### DIRECT REPORTS

- Nil

#### RELATIONSHIPS

<b>Internal</b> <ul style="list-style-type: none"><li>• Kākara Whakarei Team</li><li>• Tribal Members</li><li>• Raukawa (RCT) Kaimahi</li><li>• Kaumātua Kaunihera</li><li>• Marae, Hapū and Whānau</li></ul>	<b>External</b> <ul style="list-style-type: none"><li>• Government Agencies</li><li>• Local Government</li><li>• Tribal Organisations</li><li>• Local Community</li><li>• Other iwi organisations</li><li>• Multiple Key Stakeholders</li></ul>
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AUTHORITIES	
None	

KEY ACCOUNTABILITY	DUTIES AND RESPONSIBILITIES
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<p><b>Administrative Support</b></p> <p>To professionally and confidentially complete personal assistance and daily administrative tasks for the Group Manager – Kākara Whakarei &amp; Leadership Team.</p> <p>Provide assistance and back-up support to the wider group as directed by Group Manager – Kākara Whakarei.</p>	<ul style="list-style-type: none"> <li>• Accurate and timely secretarial services are provided to Group Manager with deadlines being met.</li> <li>• Review correspondence from time to time and ensure they are executed to a high standard</li> <li>• Manages Group Manager Diaries/Calendars and emails effectively and to a professional standard.</li> <li>• Preparing agendas and taking comprehensive minutes, notes, dictation and action sheets ensuring that decisions and action are documented accurately and circulated within deadlines. Meetings are well organised and run smoothly.</li> <li>• Prepare important documents and analyse written and visual reports for the Group Manager</li> <li>• Delegated matters are resolved and reported back.</li> <li>• All confidential and sensitive matters are dealt with the utmost confidence.</li> <li>• Travel and conference bookings are organised as requested.</li> <li>• Tasks/projects are completed to the satisfaction of the Group Manager, within given timeframes, and consistent with best practice standards, and organisational policies and procedures.</li> <li>• Sensitive information kept confidential according to the Raukawa Charitable Trust's Code of Conduct and Privacy Policy</li> <li>• Use initiative to identify solutions (to problems) and improvements to lift the performance within Kākara Whakarei.</li> <li>• Contribute to the productivity of the Group Manager by effectively coordinating and delivery of administrative support.</li> <li>• Support the Group Manager to build and maintain effective, professional and positive working relationships and partnerships with key stakeholders, both within the organisation and with external parties.</li> <li>• In collaboration with the Admin Support Group, administrative and business systems are developed and implemented to a high standard.</li> <li>• In collaboration with the Admin Support Group, administer general tasks that enable smooth maintenance of office, resources and equipment.</li> <li>• All internal and external communications are completed in a manner consistent with the values of the Raukawa Charitable Trust.</li> </ul>
<p><b>Team Administrative Support</b></p>	<ul style="list-style-type: none"> <li>• On delegation from Group Manager, to provide administrative support as needed to wider Kākara Whakarei team.</li> <li>• Delegated matters are resolved and reported back</li> <li>• Accurate and timely administration services are provided.</li> </ul>

<b>Reporting</b>	<ul style="list-style-type: none"> <li>To contribute to reviewing monthly/quarterly reporting from and to the Group Manager on projects and milestone progress.</li> <li>High standards for own performance are set.</li> <li>Coordinate onboarding of new staff by ensuring all equipment and scheduled key IT, HR and Health and Safety induction and farewells of team members are maintained.</li> </ul>
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KEY ACCOUNTABILITY	DUTIES AND RESPONSIBILITIES
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>Comply with Raukawa Charitable Trust Health &amp; Safety policies, procedures and systems.</li> <li>Ensure that they work safely at all times and encourages others to do the same.</li> <li>Report hazards and accidents.</li> <li>Take initiative to fix hazards.</li> <li>Promote a positive Health &amp; Safety culture in the workplace.</li> </ul>
<b>Team Development and Support</b>	<ul style="list-style-type: none"> <li>To contribute to other key work programmes, cultural/tribal events and special projects as required.</li> <li>Attend and participate in monthly staff hui and team hui in a way that contributes positively</li> <li>Annual goals and objectives are set in agreement with the Group Manager – Kākara Whakarei so training objectives are met by year end.</li> <li>Actively contribute to the development of the Kākara Whakarei team</li> <li>Provide coverage for the Admin Support Group as and when required.</li> <li>Support and empower team members and celebrate team success to create and foster a harmonious team culture.</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>Participate in training including that related to Health &amp; Safety.</li> <li>Take initiative to identify training and development opportunities for self.</li> </ul>
<b>Additional Tasks</b>	<ul style="list-style-type: none"> <li>Carry out any other duties that can reasonably be requested from time to time within the framework of this position and the skills, training and experience of the incumbent.</li> <li>In the event of pandemic responses being initiated throughout the organization, carry out other duties requested that relate to the pandemic response but which may not be related to this position.</li> </ul>

## POSITION REQUIREMENTS

### INTERPERSONAL RELATIONSHIP MANAGEMENT

- Is able to establish and maintain positive working relationships with all people and at all levels of the organisation
- Is flexible in addressing the needs of the Group Manager Kākara Whakarei and Leadership Team.
- Is supportive and able to assist colleagues with administrative support
- Demonstrates manaakitanga and kotahitanga and the importance of working in a high performing team environment.
- Is reliable, self-motivated and self-directed and comfortable working with incomplete information and in a dynamic environment.
- Is thoughtful, resilient, calm and stable in challenging situations

### STRONG ORGANISATIONAL SKILLS

- Excellent written and oral communication and can express ideas in writing clearly and in a well organised way is essential.
- Strong organisational excellence, honesty, integrity and business ethics is crucial
- Is reliable, self-motivated and self-directed and comfortable working with incomplete information and in a dynamic environment.
- A skilled problem-solver, is results focussed with the ability to prioritise and 'finish' tasks within a timely manner

### OTHER ATTRIBUTES

- Shows initiative, decisiveness and openness
- Analytical & Creative
- Has a sense of humour and displays a positive attitude
- Has an ability to follow policies and procedures
- Shows maturity, discretion and integrity
- Is able to manage multiple demands and has an ability to prioritise tasks.

### QUALIFICATIONS AND EXPERIENCE

- Proven relevant on-the-job experience in senior administrative support or similar positions.
- A level of understanding, fluency and proficiency in Te Reo Māori is preferred, however not essential
- Accurate and has a good eye for detail
- Respects, values and works in partnership with stakeholders in a manner consistent with the Treaty of Waitangi.
- Familiar with and demonstrated adherence to Health & Safety policies and procedures.
- Valid and Full Class 1 drivers' license
- Experience working with Iwi/Maori organisations is desirable

### COMPUTER PROFICIENCY

- Proficiency in Microsoft Office applications (Word, Excel, PowerPoint, Outlook) and
- Canva it typically required

## JOB DESCRIPTION CREATED

Date: August 2025

**SIGNATURES**

**On behalf of Raukawa Charitable Trust:**

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(Signature)

\_\_\_\_\_/\_\_\_\_\_  
(Date)

**Employee:**

\_\_\_\_\_  
(Signature)

\_\_\_\_\_/\_\_\_\_\_  
(Date)