



Office Manager
Full-time, permanent position,
Wellington Central based

Primary Role of WWF-New Zealand Staff

WWF-New Zealand's mission is to help create a future in which people live in harmony with nature '*kia noho ngatahi te tangata ki nga kura taiao*'. The primary role of all staff is to contribute to the achievement of this mission.

Purpose of the Position

To ensure the smooth running of the WWF-NZ office and its operations including:

- Developing and implementing systems and processes
- Development of policies and other operational structures
- Providing coordination, support and leadership on Information Technology
- Ongoing development of human resources

Key Requirements

Flexibility, adaptability, a great eye for detail and truckloads of common-sense are all paramount in this position where workload will change daily and confidentiality is a must. You will be skilled at relationship building and have a good understanding of what WWF-New Zealand stands for, the environmental sector in which WWF operates, and key examples of playing a support and assisting role in an organisation's growth and brand development.

Responsible to:

CEO

Direct Reports

None.

Main Working Relationships

Internal

- Finance Manager and Finance Team
- Fundraising Manager and Fundraising Team
- Marketing, Communications and Brand Manager and Marketing Team
- Environmental team managers and their team
- CEO
- WWF Board of Trustees
- WWF International
- WWF staff
- WWF office volunteers
- Suppliers

External

- Organizations and interest groups relevant to WWF-New Zealand's strategic objectives
Suppliers including but not limited to:
 - Team Network – IT
 - Property Owners
 - Cleaners

Responsibilities of the Position

Office running

- Management of office supplies including stationery ordering and groceries
- Appearance of office (helping staff keep shared areas tidy and professional)
- Greeting Guests
- Catering for larger events and helping staff with catering if required
- Accountable for relationship and dealing with cleaners, landlord and maintenance
- Monitoring office expenditure and processing bills in Xero
- Organising kitchen roster
- Travel – manage relationship with travel agency and any staff queries/issues
- Second contact person for answering inbound calls to the office
- Security Cards – allocating and tracking

Board Support

- Board meetings - formatting papers/sending/agenda/attending/minutes
- Chairman/board support ad-hoc queries
- Sub committees - formatting papers/sending/agenda/attending/minutes
- Mail and courier for board papers
- Catering for board and sub-committee meetings

Information Technology

- Contact person for external IT supplier
- Accountable for IT internally (from working with CEO on IT plan, to day-to-day IT fixes)
- IT Administration including setting up permissions and passwords
- Liaising with WWF Network IT support
- Phones system – reporting and resolving issues with the phone supplier, and purchase of new SIM cards/phones
- Monthly Mobile phone bill reporting and tracking (i.e. checking bills, chasing staff for personal use payments etc)

Human Resources

- Setting up new staff in system
- Policy and procedure updates (alongside Leadership Team).
- Ongoing development of induction and supporting managers to onboard staff
- Payroll processing and setting new staff up
- Working with CEO on other HR systems over time including induction, recruitment and performance appraisal processes.
- Monitoring and reporting of EAP services
- H&S Rep - monthly meetings, agendas, minutes, action points
- H&S Yearly survey - creating, conducting, reporting, analysing, action
- Preparing quarterly H&S Board paper
- Chief warden and emergency supplies and info for staff/building
- First aid kits and training
- Workstation assessments for staff - booking, reporting, equipment

Other Important Responsibilities;

- Carbon Emission reporting – contact person
- Network reporting contact person
- Procuring contracts with suppliers dealing with office supplies and assets
- Supporting Diary Management for the CEO
- Any other ad hoc requests

Skills and Experience Required

Essential

- A minimum of 5+ years' experience in a similar and/or equivalent office management role
- Strong project management skills, mandatory
- Microsoft Office (both PC and Mac experience useful)
- Proven competence and experience in the management of essential office systems.
- Proven competence and experience in managing an organizational payroll and personnel records.
- A strong working knowledge of IT, applications and willingness to learn new systems.
- Excellent interpersonal skills, relationship management and networking skills, oral and written communications.
- Ability to take minutes and produce documentation for the board and its sub-committees.
- High level of efficiency, self-motivation and self-direction balanced with working as part of a team
- Ability to prioritise workload and meet deadlines.
- High attention to detail
- Competence in writing up and dealing to Human Resources administration including policies, induction and recruitment
- Flexible approach to work as priorities can change quickly
- Proactive approach to tasks and ability to use your own initiative
- Proven ability to maintain high level of confidentiality, professionalism, discretion and judgement

Desirable

- Work or volunteer experience in a not for profit, values-based organization.
- Human resource administration experience
- IT processes and procedures experience
- Xero database experience
- Payroll experience

Personal Attributes Required

- A commitment to WWF's values and an enthusiasm for being part of our mission to build a future where people live in harmony with nature.
- Eager to learn skills and processes to increase your effectiveness and efficiency
- A 'can do', 'what else' attitude
- A strong commitment to internal customer service and developing a positive work culture.
- An understanding of the inherent challenges of working with a wide range of people with divergent views and backgrounds.
- A positive approach, able to use initiative, persevere when faced with obstacles and find solutions.
- A calm, focussed manner and the ability to manage workload with ongoing interruptions.
- A willingness to create an environment of professional excellence, underpinned with flexibility and friendliness.
- A strong desire to keep learning, adapting and improving, taking on new professional skills.
- A commitment to working in a small team environment and working effectively across teams.
- A commitment to working in the NGO sector.
- An ability to occasionally work in the evenings or weekends if required, and to undertake domestic and/or international travel if required.
- A commitment to and recognition of the Treaty of Waitangi.
- A commitment to and recognition of Equal Employment Opportunities principles.