



## Position Description

# Reception & Admin Tautoko for the North Canterbury Site and team (Part Time)

**Department:** Central Support Enliven  
**Location:** Christchurch/Ōtautahi

**Responsible to:** Enliven Operations Manager - Christchurch/North Canterbury

**Direct Reports:** N/A

### ROLE DESCRIPTION

The purpose of this role is to provide manaakitanga reception cover and Tautoko to the team in the North Canterbury Office for all admin Tautoko. To be the welcoming face of the office and support all clients, whanau and members of the public that walk through the door. Provide efficient site and administration duties, employee support, and client care to adequately ensure the smooth day to day operations of the North Canterbury site services.

Key Relationships	Purpose of interaction
<b>Internal</b> Site employees PSUSI Finance team Enliven Operations Manager Regional Volunteer and HR Advisor Team Leaders Falls prevention team Piki Ora Team	<b>Manaaki to all visitors and employees</b>  Support, communication & liaising Information sharing  Support, communication & liaising
<b>External</b> Site visitors including clients, whanau & contractors Local Businesses External service providers	Customer care & tautoko Bookings, purchases, information sharing Liaising

Document Type:	Position Description	Issue Date	April 2026
Document Owner:	People, Culture & Wellbeing Manager	Review Date	

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## KEY ACCOUNTABILITIES AND EXPECTED PERFORMANCE OUTCOMES

Key Accountabilities	Expected Performance Outcomes
<p>1. Provides prompt and effective receptionist and customer care duties in line with PSUSI procedures and in the spirit of manaakitanga (kindness, respect, generosity towards others, creating a welcoming environment for all)</p>	<ul style="list-style-type: none"> <li>• Provides a welcoming 'first impression' from frontline reception to all visitors on the site. Ensure that their arrival has been noted to the relevant employee.</li> <li>• Provides excellent customer care via phone, email, and face to face ensuring all messages are communicated in a timely manner.</li> <li>• Ensures the reception area is manned and always kept clean and tidy.</li> <li>• Develop trusting and respectful relationships with clients and whānau where required.</li> <li>• Ensures PSUSI and other relevant community service brochures/flyers are kept up to date in displays at reception.</li> <li>• Ensures all confidential information held within the reception area is safely secured and out of sight of visitors.</li> </ul>
<p>2. Provides administrative support to the site and site services to ensure smooth day to day operations.</p>	<p>Provide all administration support including but not limited to:</p> <ul style="list-style-type: none"> <li>• Perform accurate data entry and intake coordination for all new Enliven client referrals. Maintain accurate records in databases - Puaa and SharePoint.</li> <li>• Acknowledge all referrals promptly and follow up with referrers to obtain missing information (e.g. care plans, NHI numbers).</li> <li>• Support the Regional Volunteer and HR Advisor with volunteer data entry into Better Impact.</li> <li>• Coordinate maintenance of buildings and vehicles, including cleaning, servicing, and contractor engagement (e.g. waste and gardening services).</li> <li>• Provide staff support on IT systems, including Puaa, and assist with data corrections while promoting self-sufficiency.</li> <li>• Assist with site resource management, including ordering office and kitchen supplies and coordinating meeting provisions.</li> <li>• Create, modify and send out monthly attendance sheets to HomeShare hosts.</li> <li>• Compile quarterly HomeShare reporting and attendances (including Ashburton data) for MOH and Te Whatu Ora.</li> <li>• Refer all client or public complaints to the Enliven Operations Manager for response as required.</li> <li>• Monitor and triage the North Canterbury Service Centre inbox, forwarding enquiries to appropriate staff.</li> <li>• Manage Enliven enquiries via phone and email, ensuring timely responses and appropriate escalation to staff/teams as required.</li> </ul>

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	<ul style="list-style-type: none"> <li>Bank money collected from the HomeShare drivers. Notify Accounts and the Business Development Team (BDT) for Cashbook entry into Raisers Edge.</li> </ul>
3. Actively contributes to the sustainability of PSUSI services.	<ul style="list-style-type: none"> <li>Protects and promotes the PSUSI brand to ensure a positive reputation in the community.</li> <li>Is supportive of and actively contributes to fundraising and marketing initiatives where required.</li> <li>Promotes volunteering as part of PSUSI's strategic sustainability and looks for opportunities for tasks and activities that could be carried out by volunteers.</li> </ul>
4. Stays up to date with advancements in field and has a focus on professional development.	<ul style="list-style-type: none"> <li>Professional development opportunities are sought proactively for self.</li> <li>Development requirements are signalled in advance to line manager for approval.</li> <li>Competence and skill level is maintained to perform role to highest ability and then to assist staff with changes to processes and IT.</li> <li>Maintains a good understanding of current best practice in field of work and adapts accordingly.</li> <li>Preparation by completing the HRIS forms for and attendance at monthly 1-2-1 coaching sessions.</li> <li>Meets objectives set at Yearly Summary reviews.</li> </ul>
5. To continue to develop work practices which are inclusive of Māori cultural concepts, values, beliefs, and practices, including commitment to the ongoing usage of Te Reo Māori.	<ul style="list-style-type: none"> <li>Understands the PSUSI cultural framework, Te Rauemi Atawhai, is based on article 3, Ritetanga   Equity of Te Tiriti o Waitangi.</li> <li>Where appropriate, seek advice on working with Māori and their whanau either internally through Piki Ora or externally.</li> <li>Continued commitment to the development and achievement of PSUSI's cultural framework, Te Rauemi Atawhai</li> <li>Where appropriate seeks assistance on cultural matters either internally or externally</li> <li>Where appropriate, combines the value of our Māori partners to ensure the underserved in our community have their needs met across social, cultural, and economic sectors.</li> <li>PSUSI has embraced a co-governance and co-leadership structure in line with article 3, Ritetanga   Equity of Te Tiriti o Waitangi.</li> <li>Provides admin support for the Piki Ora team when they are on site in North Canterbury and embraces and understands the values of PSUSI and how they support inclusivity across our services</li> </ul>
6. Actively participates and contributes to Health, Safety & Wellbeing in the workplace.	<ul style="list-style-type: none"> <li>Ensures that a safe and healthy working environment is maintained at all times.</li> <li>Actively contributes to a safety and wellbeing conscious culture.</li> <li>Complies with Health and Safety policies, regulations, and legislation.</li> <li>Takes responsibility for your own health and safety and ensures no action or inaction on your own part harms others in the workplace.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Is aware and can identify hazards to which the organisation may be exposed and takes appropriate action accordingly.</li> <li>• Has knowledge of and is able to apply emergency procedures.</li> <li>• Takes responsibility as Health and Safety Officer and/or Fire Warden as a backup if required.</li> </ul>
7. Attends to other duties as required.	<ul style="list-style-type: none"> <li>• Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of this position. Duties and responsibilities can be amended from time to time by Presbyterian Support Upper South Island.</li> </ul>

**PERSON SPECIFICATION**

**Qualifications**

Essential	Desirable
<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Administration/ Business management or computer courses or qualifications</li> <li>• Tikanga, cultural competency training</li> </ul>

**Knowledge & Experience**

Essential	Desirable
<ul style="list-style-type: none"> <li>• 3 -4 years' experience in reception- administrative roles</li> <li>• Experience with customer service or a demonstrated ability to manaakitanga and communicate in a positive, confident, and professional manner in person and over the phone and in person.</li> <li>• Intermediate computer and office equipment skills including the use of email, internet, Microsoft 365 applications, photocopiers, printers etc</li> <li>• Demonstrated aptitude to learn new systems and databases quickly and adheres to confidentiality, privacy, and professional boundaries.</li> <li>• Familiar with general office administration including file management.</li> <li>• Basic te reo and cultural competency</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with database systems</li> <li>• Ability to pick up new IT systems quickly and help coach and train new employees on the IT systems.</li> <li>• Experience working in the health or social service sector.</li> <li>• Embraces the cultural journey and diversity and inclusion.</li> <li>• An innovative approach to looking at better and more efficient ways to do things</li> </ul>

**Skills and Personal Attributes:**

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- Strong manaakitanga / customer service skills and ability to build rapport with a wide range of demographics with a positive upbeat demeanour.
- Highly accurate and competent data entry skills
- Able to take responsibility, show initiative and is punctual and self-motivated.
- Highly organised with the ability to prioritise and meet expected deadlines.
- Ability to manage confidential information with responsibility and integrity.
- Commitment to ongoing professional development and learning
- Ability and willingness to navigate change within the services and support required.
- Commitment to working collaboratively and willingly as a team to achieve goals and backing up in other services if required.
- Ability to manage stress and handle emotional or difficult situations while retaining empathy and professionalism.
- A commitment to high quality of work and professionalism
- Commitment to the mission and values of Presbyterian Support Upper South Island
- Openness to and enjoyment of differences in values, beliefs, and cultural practices
- Understanding and of the principles of the Treaty of Waitangi

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