

Tūwharetoa Māori Trust Board

JOB DESCRIPTION

Job title

Administrator - NTGEC & NTMDG (Mitigation Funding)

Context

The Tūwharetoa Māori Trust Board (“the Trust Board”) was established under the Māori Land Amendment Act 1924 and the Māori Land Claims Adjustment Act 1926. It became a statutory entity under the Māori Purposes Act 1931 and is currently governed by the Māori Trust Boards Act 1955.

The Trust Board administers Taupō Waters for the benefit of present and future generations of Ngāti Tūwharetoa. It is committed to protecting and enhancing the health and wellbeing of these waters, while supporting Ngāti Tūwharetoa to achieve their social, cultural, environmental, and economic aspirations.

Purpose

Provide high-quality administrative and coordination support, including direct administrative support to the Funding & Project Coordinator (Lead), across mitigation funding and project delivery. The role ensures efficient, accurate, and compliant administration of funding applications and supports governance, reporting, and system processes that enable effective committee decision-making and programme delivery.

Key Responsibilities

1. Funding Application Administration

- Receive, acknowledge, and assess applications for completeness, eligibility, and alignment with funding criteria
- Request additional information where required and manage deadlines, including late applications
- Maintain accurate application records and tracking in Salesforce
- Respond to applicant enquiries and provide clear administrative guidance
- Support promotion of funding opportunities and applicant engagement

2. Document Management & Systems Administration

- Manage end-to-end document handling including downloading, naming, storing, and filing application materials
- Prepare application packs (cover sheets, applications, supporting documents) for committee review via BoardPro
- Manage document workflows across Salesforce, BoardPro, DocuSign, and document preparation tools
- Ensure secure storage, version control, and compliance with Trust policies
- Maintain high-quality data and reporting records across systems

3. Committee & Governance Support

- Provide administrative support for committee meetings including scheduling, agendas, papers, and minutes
- Prepare and distribute board documentation and maintain official records
- Attend hui and provide clarification on applications where required
- Support AGM preparation and reporting processes
- Assist with communication between committees, stakeholders, and beneficiaries

4. Post-Approval & Contract Administration

- Prepare approval and decline correspondence, including mail merge and document execution
- Administer DocuSign processes for funding agreements
- Maintain records of signed agreements and update systems accordingly
- Track and store post-funding reports and compliance documentation

5. Project Monitoring & Reporting

- Maintain records of funded project progress and reporting requirements
- Compile reports and summaries to support committee oversight and decision-making
- Prepare bi-monthly reporting and contribute to performance tracking
- Support documentation of site visits, outcomes, and milestones where applicable

6. Communications & Stakeholder Support

- Co-manage mitigation inboxes and respond to enquiries (email, phone, in-person)
- Support delivery of workshops, hui, and funding engagement activities
- Assist with community engagement and 1:1 applicant support
- Contribute to communication materials and content (including website updates where required)

7. Operational & Strategic Support

- Support implementation of operational frameworks, policies, and procedures
- Contribute to continuous improvement of systems, processes, and reporting tools
- Assist with development and refinement of application processes and forms
- Support integration and optimisation of systems (e.g., Salesforce, Xero, digital processes)
- Provide general administrative support across the Strategic Initiatives Team

8. Risk, Compliance & Health and Safety

- Ensure compliance with Trust policies, funding criteria, and statutory requirements
- Maintain high standards of data integrity, privacy, and document security
- Identify and escalate risks within administrative processes
- Contribute to a strong Health & Safety culture and report any concerns

Skills, Experience and Qualifications

Technical Skills & Experience

- Experience in administration supporting governance or funding processes
- Strong organisational, coordination, and records management skills
- Experience with CRM systems (Salesforce preferred) and Microsoft Office
- Familiarity with financial or accounting systems (e.g., Xero) advantageous

Cultural Capability

- Understanding of tikanga, kaitiakitanga, and mātauranga Māori
- Ability to engage effectively with Ngāti Tūwharetoa whānau, hapū, and iwi
- Te Reo Māori and established community connections (desirable)

Communication & Personal Effectiveness

- Strong written and verbal communication skills
- Ability to build relationships and adapt communication styles
- Demonstrates initiative, flexibility, and professionalism

Qualifications

- Relevant tertiary qualification in administration or related field (desirable)
- Full New Zealand Driver's Licence

General Expectations

- Be punctual and reliable, working agreed hours
- Prioritise workload to meet deadlines and organisational priorities
- Contribute positively to team culture and organisational values
- Demonstrate excellent interpersonal communication skills
- Act with integrity and in the best interests of the Trust
- Follow all lawful and reasonable instructions
- Take responsibility for effective use of resources