

POSITION DESCRIPTION



Program Support Refugee Sponsorship NZ

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| DEPARTMENT DIVISION | NZ CORS Community Refugee Sponsorship |
| REPORTS TO | National Program Manager NZ |
| LOCATION | Wellington |
| EMPLOYMENT TYPE | Permanent, full-time |

About HOST International

Established in December 2016, HOST International is a not-for-profit company limited by guarantee committed to working wisely, creatively, and carefully to help create a better, safer future for displaced people and host communities around the world.

Through strengths based and trauma informed approaches we provide education and support services to improve the livelihoods and independence of refugees and asylum seekers whilst assisting host countries to integrate them well.

HOST Aotearoa New Zealand was established in 2018 to support effective integration of refugees in New Zealand and to promote Manaakitanga towards newcomers. We acknowledge and support the Treaty of Waitangi and commit to its principles of participation, protection, and partnership.

Our Governing Principles

Creating and maintaining humanity (mana tangata), hope (tūmanako) and dignity (whakarangatira) is at the core of our work with displaced people and host countries.

Our Values

- Respect (Whakaute/Mana)
- Integrity (Ngākau Pono)
- Compassion (Ngākau Aroha)
- Diversity (Kanorau)
- Innovation (Auaha)

1. Position Summary

The Program Support is responsible for providing administrative program support to the Community Refugee Sponsorship Umbrella Organisation (CORS UA) program and for supporting general office operations for HOST Aotearoa NZ. The position provides high-level program support to ensure the effective implementation of the CORS UA project including administration of an online information hub website, managing stakeholder enquiries, and supporting online training administration. Reporting directly to the National Program Manager, the role involves confidential, high-level information as well as supporting engagement with external stakeholders. This is a diverse, hands-on role which requires professionalism, interpersonal skills, energy, and attention to detail.

2. Key Responsibilities

- Manage all aspects of program administration for the CORS UA program including the provision of general administrative support to the CORS UA team and the National Program Manager;
- Coordinate diary, email and travel management, prepare correspondence, documents and contract reports for the National Program Manager as required;
- Coordinate and administer the CORS Online information hub as a central point of access for the CORS program in NZ;
- Coordinate and administer the CORS sponsor induction training program including registering participants and monitoring completion;
- Coordinate criminal record and child protection screening of sponsor applicants;
- Provide administrative support for the CORS Community of Practice;
- Manage general program enquiries and triage to relevant staff members as required. The role will be the initial contact point for all CORS program enquiries;
- Collect feedback and complaints and support the Program Manager with investigation;
- Manage the establishment and maintenance of office supplier accounts including managing the office lease arrangements; and
- Support effective data collection and contract reporting for the CORS UA program.

2.1 Authority and Delegation

This position is not responsible for a budget.

3. Selection Criteria

3.1 Essential

- Relevant experience in office management and high-level program support;
- Demonstrated excellent written and verbal communication skills;
- Advanced Office365 skills and high-level confidence in digital administration tools;
- Experience scheduling meetings, development and distribution of agendas and comprehensive minute taking in meetings;
- Strong stakeholder relationship skills and capacity to represent the HOST NZ team when facilitating meetings and events;
- High level of integrity including proven capacity to manage sensitive and confidential information;
- Demonstrated high-level administration and organisational skills, including project coordination;
- Experience working successfully in diverse cultural contexts with strong intercultural communication skills and understanding of the refugee resettlement pathway;
- Commitment to collaboration and innovation with a broad range of stakeholders including mana whenua, cultural leaders, and community partners within a community development framework; and
- A proactive, collaborative mindset and demonstrated capacity to work independently and within a team environment.

3.2 Desirable

- Tertiary qualifications in business administration and/or equivalent qualifications and experience desirable but not essential;
- Extensive data entry and reporting experience;
- Experience working in the not-for-profit sector; and
- An understanding of Te Tiriti o Waitangi and te ao Māori or a strong desire to develop your experience in this area.

4. Expectations of HOST Employees

In addition to the duties listed above, all HOST staff are expected to:

- Respect and abide by HOST's vision, mission and values, ensuring that their conduct is consistent with the HOST Code of Conduct and is fully compliant with the provisions of HOST policies and procedures;
- Carry out general administrative functions related to their role and to the effective and efficient functioning of HOST including the timely and accurate management of case files, relevant databases, and all service delivery communications and data;
- Participate in induction training relating to policy and procedures, workplace health and safety and HOST administrative systems;
- Comply with all other reasonable and legal directions of the Senior Manager or relevant Executive as required;
- Communicate concepts, information and arguments efficiently in personal and group contexts and across all organizational levels;
- When representing HOST at internal and external events, ensure appropriate conduct and professional representation at all times;
- Demonstrate high ethical standards and professionalism and visible support and promotion for corporate outcomes and corporate values;
- Ensure all relevant information, including policies and procedures, are effectively communicated to staff; and
- Perform other duties commensurate with skills and experience as required.

4.1 Position Responsibilities

- Applicants must have the right to work in New Zealand;
- All applicants must undertake a National child protection clearance and National Police Check and not have any serious convictions including fraud, assault or serious theft. Any convictions should be declared up front and will be discussed confidentially upon receipt of the criminal record check; and
- Applicants may be subject to social media screening as part of employment.

5. HOST Core Competency Framework

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| Customer Orientation | The ability to demonstrate diverse customer focused support and stakeholder engagement in all business-related activities, acting without prejudice and in a manner, that promotes inclusion. |
| Continuous Improvement | The ability to demonstrate support for organisational change necessary to improve effectiveness and efficiency as well as proactively helping others to successfully navigate through organisational change. |
| Teamwork | The ability to work collaboratively as part of a high performing team ensuring the effective and efficient operation of HOST in accordance with its values, strategic direction, industry best practice and contractual obligations. |
| Analytical Thinking | The ability to clearly analyse a situation and seek out relevant information needed to address challenges using a logical, systematic, and sequential approach. |
| Communication | The ability to communicate appropriately and proficiently across varying audiences and contexts, with demonstrated experience in preparing high-level reports, correspondence, and briefings. |
| Initiative | The ability to identify or pre-empt what needs to be done and take appropriate action before being asked or before the situation requires it. |
| Safety & Wellbeing | The ability to contribute positively to and take responsibility for one's safety & wellbeing and the safety & wellbeing of those around to ensure a climate of safety, support, resilience, and balance. |

The above core competency framework applies to all staff working at HOST. Every HOST leader has leadership specific competencies that reinforces the fact that team climate and leadership styles are an important part of facilitating a constructive organisational culture here at HOST.

The competencies provide a common language, across HOST, for discussing the Way We Work, not just what we do. It clarifies the behaviours and attributes required of all staff working at HOST. Core Competencies are a critical part of HOST's Organisational Culture and set the minimum expected standard of behaviour for everyone at HOST.

6. Workplace Health and Safety (WHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

WHS responsibilities are applicable to positions as outlined in the HOST WHS policy.

These include general staff responsibilities as well as additional responsibilities that apply for Managers, Supervisors, and other Personnel.

7. Acknowledgment and e-sign off

Staff are expected to carry out any duties, within the scope of their ability, that are necessary to fulfil the position objectives. This position description may change over time due to the nature of HOST activities and a flexible attitude to change is expected of all staff. Any such changes will be discussed with staff as soon as practicable.

As the incumbent of this position, I confirm that I have read the Position Description, understand its content, and agree to work in accordance with the requirements of the position. I understand this position description is not a duty statement, it is only intended to provide an outline of the key responsibilities of the position.

I, the undersigned, agree to be employed under the terms and conditions as detailed in this position description.

| AGREED BY | |
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| Employee Signature | |
| Employee Name | |
| Date | / / |