



Hello

Thanks for your interest in the Dwell Housing Trust and our Administrator position.

Below is all the serious stuff about the job and the person we are looking for. In a nutshell we need someone who:

- has great communication skills
- has extensive IT skills
- can be very flexible
- is good at problem solving
- is well organised
- cares about people who are disadvantaged and is good at setting boundaries
- works hard and is reliable.

We hope the job will give you:

- heaps of variety and stimulation
- lots of opportunities to develop your ideas
- continual learning
- a place you really like working
- the satisfaction of knowing you have made a difference to our communities.

If you'd like to apply then send us your CV **and** a covering letter telling us why you want the job to work@dwell.org.nz

Regards

Alison Cadman
Director

Job Profile

Job Title:	Administrator
Responsible to:	Director
Location:	Dwell Housing Trust office: Level 5, 173 – 175 Victoria Street, Wellington
Hours:	30 hours per week
Days and times:	During our office hours - days and hours to be negotiated
Salary:	\$45,000 to \$52,000 per annum, pro-rata
Start date:	As soon as practicable

About us

Dwell Housing Trust (Dwell) is a community housing organisation that provides affordable housing to people on low and moderate incomes in the Wellington region.

Dwell is a new organisation set up by Wellington Housing Trust (WHT) in 2012 and became operational in 2013 following the joining of WHT and Mahora House Inc (MHI). This joining has created an organisation with over fifty eight years' cumulative experience in the social housing and mental health sectors. We are a uniquely experienced and capable organisation, rooted in and committed to the greater Wellington region.

Dwell is a charitable trust registered with Charities Services. The Dwell Board are responsible for the governance and strategic direction and have extensive skills and experience from diverse backgrounds.

Our staff are employed to manage the day to day operations of Dwell and our housing services. They are supported by a team of volunteers and external contractors who are engaged as required.

Our vision, mission and values

Vision

Affordable quality homes where people flourish.

Mission

To be the leading provider and partner of community housing in our region, by:

- providing affordable, appropriate, quality community housing to meet housing need
- working with other agencies to enable our people to flourish and to ensure the efficient and effective use of our combined resources
- working with our people in ways that are inclusive, participatory and which uphold human rights
- advocating to central and local government on policy and funding issues that affect the provision of community housing.

Values

Our values are:

- Integrity
- Community
- Empowering others
- Innovation
- Sustainability.

Our strategic goals

- More Homes
- Better Services
- Strong Advocacy
- Organisational Wellbeing

Position purpose

- To undertake the general and IT administration and office management work of the Trust
- To provide other support to the Director, Board and others as required

Key relationships

- Staff - Director and any other staff, plus volunteers and contractors
- Board - Chair and all trustees
- Customers - tenants, their support workers and representatives and anyone seeking affordable housing
- Other agencies as needed

Key tasks

General administrative support

Procedures and systems

- Maintain, and develop when needed, comprehensive and efficient office systems including computer and paper systems
- Proactively maintain the office environment, supplies and equipment
- Maintain and develop current and archival information management systems
- Develop and maintain Dwell's Operations Manual
- Manage Dwell's review of policies and procedures
- Maintain office asset register.

Customer service

- Act as reception and first point of contact for Dwell in a professional manner
- Provide a quality and consistent service to all customers.

Financial

- Input invoices into accounting software (Xero)
- Process donations and banking when needed.

Information/communications support

Communications support

- Assist with the development of newsletters, web postings and annual reports for Dwell and other partner organisations - including drafting some content
- Ensure information (web and print) is current and develop changes when needed.

Information technology administration

- Maintain and develop website
- Manage Dwell's computer equipment and IT requirements – including undertaking required back-ups, supporting the network, managing ISP accounts
- Liaise with external IT support when required
- Maintain supporter's database which is in Microsoft Access
- Issue newsletters and annual reports
- Maintain information on housing options for people looking for affordable housing.

Development support

- Assist with projects as required including information gathering, administration and monitoring of progress
- Assist with the development of plans and proposals for new initiatives and projects for the future growth of our housing service
- Work within the strategic plan framework of Dwell.

Other

Health and safety

- Keep a safe and healthy work environment
- Understand the importance of taking care of your own health and safety and that of others.

Team work

- Carry out any other tasks as may reasonably be required. We are a small team and while each of us has our specific roles and tasks we also undertake other tasks as needed. Other tasks are often shared amongst the team depending on skills, interest and time available.

Person specification

Essential Criteria

1. Strong written and oral communication skills and ability to relate to a broad spectrum of people over a variety of channels (phone, web and face-to-face).
2. Proven experience developing and maintaining administration procedures and systems.
3. Possesses a strong attention to detail and high level of accuracy.
4. Extensive computer experience with a strong knowledge of the Microsoft Office suite (including MS Access) and the willingness and ability to learn programmes as required.
5. Demonstrated ability to work effectively under pressure, prioritise work and meet agreed deadlines with minimal supervision.
6. Ability to be flexible and adaptable to meet changing needs of the organisation.
7. Demonstrates a strong customer service ethos with a high level of diplomacy and tact.
8. Ability to identify problems and practical solutions and implement these effectively.

Desirable Criteria

- Previous experience in website management
- Previous work experience in a not for profit / community organisation
- Previous work experience in a housing environment
- Demonstrated experience in routine financial processes with strong numeracy and financial literacy skills
- Understanding of, and empathy with, the values of Dwell
- Understanding of the Treaty of Waitangi and an awareness of its implications
- Understanding of community housing and social enterprise
- Able to leap tall buildings in a single stride.