

# WellStop

## JOB DESCRIPTION

### JOB TITLE

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- **Finance & Corporate Support**

### PURPOSE

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- **The purpose of this role is to assist management and other staff in the completion of financial and administration tasks and projects, including, but not limited to, processing accounts payable and receivable, bank deposits, payroll processing, record management, document management, and general administration support.**

### REPORTS TO

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- **Finance Manager**

### SPECIFIC DUTIES & RESPONSIBILITIES

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#### 1. **General Administration Support:**

- Provide general administration support to complete tasks and projects as assigned by management.
- Assist with data entry and file organization or re-organisation in cooperation with management and IT staff.
- Effectively manage expectations and delivery times.
- Ask for support from management and other staff when needed.

#### 2. **Finance Support:**

- Perform a range of accounting duties, with accuracy and on a timely basis, including but not limited to:
  - Maintain and verify customer and supplier information
  - Distribute invoices and other payments required for payment approval to budget managers
  - Process accounts payable, credit card reconciliations, expense claims and other payment types, ensuring sufficient cash for payment
  - Prepare and process outgoing payments when due
  - Sales invoicing, cash receipting, and follow up of overdue balances
  - ACC contractor payments, invoicing, sales invoicing and cash receipting
  - Daily and monthly bank reconciliations.
- Provide induction to new staff on finance processes and the payroll system software as required.
- Ensure payroll and finance records, calculations and reconciliations are filed in accordance with current processes.
- Respond to enquiries and follow up any irregularities relating to supplier invoices, expense claims or other payments from or to internal and external stakeholders.
- Collect incoming mail and record and bank cash deposits.
- Respond to audit enquiries as required.
- Assist in resolving discrepancies and irregularities.

#### 3. **Payroll:**

- Accurately maintain employee information in the payroll system in line with HR records.
- Prepare, reconcile and accurately process wages and salaries on time and in accordance with relevant legislation, employment contracts and organisational procedures.
- Respond to enquiries relating to payroll and employee benefits in a timely manner with a high degree of customer service, confidentiality and sensitivity. Information provided is accurate at all times.
- Understand employee entitlements and HR related policies to support staff payroll enquiries.
- With support from the Finance Manager, resolve payroll discrepancies.
- Maintain privacy and confidentiality of all staff and stakeholders at all times.
- Provide regular payroll reports as required by the organisation and external requirements.

4. **Record Management:**
  - Assist in the re-organisation of WellStop's physical and digital records.
  - Ensure storerooms are safe, tidy, and well-organised.
  - Ensure details of all physical records are entered accurately into the Record Management Register.
  - Ensure the careful and complete destruction of expired records using the destruction facilities provided and in accordance with WellStop's record management policies and procedures.
  - Exercise complete confidentiality and discretion with all client files.
  - Some travel outside of Wellington may be required.
  
5. **Project Support:**
  - Complete assigned tasks to assist in the delivery of projects which support strategic and organisational development.
  - Complete basic design and layout tasks for key documents and forms.
  - Build knowledge in the systems, software, and business processes necessary to support projects and respond to changing environments.
  
6. **Engagement:**
  - Maintain interactions with clients, staff, and stakeholders that are professional, responsive, welcoming.
  
7. **Professional Development:**
  - Continually maintain, develop and update skills, knowledge and experience.
  - Explore ways to increase your knowledge and competence. Refer to the competencies table in the position description for areas of focus.
  - Keep up to date with best practice innovation in your field.
  
8. **Safety and Wellness:**
  - Maintain a safe working environment while working at WellStop.
  - Take responsibility to keep yourself safe.
  - Report any hazards, and accidents or near misses that occur.
  - Adhere to health, safety and wellness policies, practices and processes.
  - Participate in health, safety and wellness strategies as required.
  - Work in a safe environment, free from workplace bullying.
  
9. **Extra Duties:**
  - Perform other duties as may be reasonably required from time to time by manager.
  - Assist manager to implement WellStop's aims, philosophy, standards and methods.
  - Assist manager when required to take on specific additional responsibilities as agreed; for example, at times you may be expected to support other team members.

## GENERAL DUTIES & RESPONSIBILITIES

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- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this Job Description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business' best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

# SKILLS, EXPERIENCE & EDUCATION

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## Key Competencies

### 1. **Cognitive Power:**

- Well-developed analytical thinking.
- Attention to detail and accuracy, completes all tasks to a professional standard and maintains WellStop's standards of confidentiality and Code of Practice.
- Identifies key issues or required actions and develops workable solutions to complex problems.
- Critically evaluates options and makes effective decision despite constraints such as time pressure or incomplete information.
- Is trusted by others as a provider of accurate judgement and advice.
- Probes all fruitful sources for information to deliver the best possible outcome.

### 2. **Effective Communication:**

- Has a high level of interpersonal and communication skills, including oral and written communication. The ability to effectively present ideas, information and advice and to communicate information
- tailored to the audience.
- Listens to clients and knows how to ask the right question to gather information and understand what the clients is seeking.
- Responds to queries in a way that demonstrates understand of the other persons point of view.
- Uses Maori language and templates where possible.

### 3. **Planning and Organising Skills:**

- Anticipates and plans for future work or reporting requirements, actively coordinates and communicates requirements and completed work with stakeholders.
- Excellent self-management and team coordination skills, working effectively without direct supervision.
- Ability to establish priorities and meet deadlines including attention to detail and accuracy. Takes responsibility for effective and timely completion of work.
- Well-developed planning and organising skills, including the ability to maintain performance when under pressure and appropriate prioritising of work.
- Anticipates potential problems when planning work and has alternative strategies available.

### 4. **Emotional Intelligence:**

- Strong empathy towards others. The ability to understand others thoughts and feelings.
- Strong self-awareness. Recognises personal emotions and their effects on others.
- Applies self-regulation when under pressure or when the situation might be challenging.

### 5. **Values the work of the role:**

- Works within the criteria of our purpose, values and mandate.
- Recognises the need for collaboration across the agency to meet our goals.
- Values working within an NGO.
- Values working in the relevant team.
- Shows a willingness to learn and take on new ideas, identifying and pursuing learning and development opportunities.

### 6. **Collaborative Relationships:**

- Supports others, building partnerships and working collaboratively with others to meet shared objectives.
- Gaining the support and trust of others.
- Sets and models a culture that leverages differences and supports diversity, works with a wide range of people, respecting different values and encouraging diverse points of views and opinions.

### 7. **Client and Stakeholder Focus:**

- Build strong stakeholder relationships and delivering stakeholder centred solutions.
- Gain insights into stakeholder needs.

- Build solutions that meet stakeholder expectations.

8. **Tikanga Maori:**

- Demonstrates an understanding of core Māori values such as; manaakitanga, mana whenua, rangatiratanga.
- Has knowledge of the treaty of Waitangi and its implications for NZ society.
- Incorporates Māori culture including tikanga-a-iwi.
- Understanding of Māori knowledge and traditions/values to be able to respond appropriately to Māori, whanau, hapu and iwi.