



## POSITION DESCRIPTION

<b>Job Title</b>	MNZ General Administrator
<b>Responsible to</b>	Massage New Zealand (MNZ) Te Rōpū Kaitiaki
<b>Reporting to</b>	MNZ Co-chairs MNZ Secretary
<b>Organisational values</b>	Competence, Cultural Responsiveness, Ethical Conduct, Professionalism, Respect
<b>Term of Employment</b>	12-month fixed term contract
<b>Purpose Statement</b>	To support the MNZ membership, operational and business functions of MNZ by providing a range of administrative services to the MNZ Te Rōpū Kaitiaki, and MNZ members. To support MNZ Te Rōpū Kaitiaki to fulfill their governance and strategic requirements for the organisation

### Key Accountabilities:

#### 1. Organisational and Operational Management

- Oversee all operational functions of MNZ.
- Work closely with the Co-chairs to support MNZ Te Rōpū Kaitiaki to fulfill its governance and strategic requirements.
- Communicate important information to members via email, website news updates, and social media.

#### 2. Deal with correspondence

- Deal with incoming emails in a timely manner and forward on to the appropriate person as necessary;
- Act as the main point of contact for MNZ via the 0800 phone number, checking messages and responding to enquiries appropriately and in a timely manner.
- Liaise with the Education Officer for any overseas applications or for guidance on non-standard applications where necessary.
- Ensure Southern Cross consent is provided from all level 6 and level 7 members.
- Respond to queries from the Southern Cross Claims / Easy-claim Provider teams in a timely manner (daily if possible).
- Liaise with the Education Officer to manage CPD records and audit processes.

- Keep MNZ Te Rōpū Kaitiaki informed of membership and any problems relating to membership processing or data.
- Ensure that membership information required on the website is kept up to date.
- Provide a monthly membership report to MNZ Te Rōpū Kaitiaki and required reports for MNZ Magazine.

### **3. Membership Administration**

- Direct prospective members to the website for information regarding membership and respond to additional questions if needed.
- Respond to current member queries regarding membership and CPD (telephone, email etc.) and direct members to the relevant portions of the website.
- Send out membership renewal information to members prior to 31 March annually.
- Process applications for new membership and renewals.
- Keep a comprehensive record of new members and renewing members for each membership year by month. This is currently done using a Google sheet.
- Manage the membership database and current member listings and produce reports and mailing lists as necessary.
- Maintain membership and CPD records ensuring confidentiality and security.
- Provide an annual membership report for Annual Report.

### **4. Annual General Meeting Organisation and Planning**

- Organise AGM location and date, and the workshop if required.
- Arrange venue, catering, and accommodation for MNZ Te Rōpū Kaitiaki and staff and liaise with workshop presenter if required.
- Advertise the AGM and workshop and call for remits from members according to AGM planning timeline.

### **5. Conference Planning Oversight**

- Provide oversight for the Conference Committee to keep on track with planning deadlines.
- Organise online registrations and provide any other website assistance needed.
- Receive regular updates from the Conference Committee and report to MNZ Te Rōpū Kaitiaki.
- Ensure members are sent all relevant conference material via email/social media.
- Upload the event onto the website and promote it via email and social media.
- Diarise Pre-conference Massage Educator's meeting if required and assist/liaise with Education Officer in planning this event.

### **6. Financial Support**

- Act as a signatory for the MNZ account.
- Carry out online authorisation of payments, as directed by the Treasurer.
- Keep a log of business arrangements and service contracts with MNZ to ensure MNZ is getting value for money.
- Ensure Insurance policies are kept up to date and fit for purpose.
- Administer MNZ credit card.

## 7. Accounting Support

- Receive and process payments, including credit card transactions, for membership applications, renewals, publicity materials and advertising.
- Receipt and keep accurate records of all money received by MNZ (except conference).
- Enter data for money received from applications into Xero.
- Add/update data records of MNZ members in Xero.
- Record and send out invoices as required.
- Liaise with the Treasurer on any financial matters.

## 8. General Administration Support

- Maintain regular communication with MNZ Co-chairs and Secretary to ensure efficient completion of tasks.
- Alert MNZ Te Rōpū Kaitiaki of any matters needing their attention/decisions.
- Manage operational tasks and new initiatives as required.
- Develop and maintain efficient and secure office and administration processes.
- Keep an accurate record of all office activities and maintain all information related to MNZ with attention to confidentiality and security.
- Maintain sufficient stationery stocks and collect printed stationery from printers as required.
- Provide administrative support to the MNZ Secretary for AGM and Conference.
- Participate in meetings as required.

## 9. General Administration

- Respond to all incoming communication or forward on to relevant MNZ staff, Te Rōpū Kaitiaki and other volunteers.
- Maintain all administration documents and files.
- Maintain the laptop and systems security.
- Provide Top Student Award certificates to Affiliate member educational institutions upon request.
- Liaise with any members who volunteer to assist MNZ and refer to the appropriate person.
- Maintain relationships with MNZ Preferred Suppliers.

## 10. Advertising

- Respond to requests for advertising in the MNZ magazine, email blasts, social media and on the website with MNZ advertising information and a booking form.
- Send out advertising information to any enquirers.
- Liaise with Education Officer / Sub-Committee regarding CPD training advertisement requests.
- Follow up with advertisers who have not submitted artwork and/or paid by deadline.
- Load advertisements onto website as required and maintain record of all paid advertising.
- Create invoices for advertisers.

### **11. Publicity Administration Support**

- Maintain MNZ social media presence via Facebook, Twitter, Instagram, LinkedIn and other platforms as necessary.
- Ensure MNZ brochures are kept up to date, maintain supplies of promotional material and liaise with MNZ Te Rōpū Kaitiaki and designer/printer to order additional supplies.
- Maintain expenditure and work within the set budget.

### **12. Website Management**

- Administer the MNZ website and ensure all information is up to date.
- Work with the website developer to ensure the website remains fully functional and alert website developer to any issues as soon as possible.
- Ensure that changes to the MNZ Constitution, Rules or any aspects of membership are updated on the website accordingly.
- Write information updates and reports as required and inform members.
- Load MNZ events onto website.

### **13. Magazine support**

- Liaise with Magazine Co-Editors to send out regular communications to members and advertisers in the lead up to each issue.
- Liaise with Magazine Co-Editors on upcoming advertising and forward any advertisement for the magazine.
- Write an Administration report for each issue.
- Write information update reports as required, to advise MNZ members of important matters or changes affecting them.
- Follow up advertising clients to secure paid advertising income for each magazine issue.
- Assist with magazine delivery to members (via email) and send copies of magazine to advertisers, colleges and Affiliate members.
- Liaise with Magazine designer and publisher as necessary.

## PERSON SPECIFICATION

### Experience:

- Experience in an administrative role, preferably in a secretarial or administrative support capacity, or higher.
- Experience within a membership organisation preferred.
- Experience with website, accounting & database software.

### Skills & Competencies:

- Ability to link long-range visions and strategies to current activity.
- Ability to use initiative and problem-solve effectively.
- Ability to work independently and as part of a team.
- Attention to detail and high level of accuracy in work.
- Critical thinker and keen process developer.
- Excellent communication skills (written and verbal).
- Excellent computer skills & experience with Microsoft Office suite of programmes (Word, Excel, Outlook, Publisher Access, Teams).
- Experience in using Facebook, Twitter, Instagram, LinkedIn preferred.
- Highly organised, self-driven and able to prioritise and plan.
- Maintains high professional standards.

**Additional Pre-Employment Checks:** May be required to pass a Credit History Check and NZ Police Vetting Check