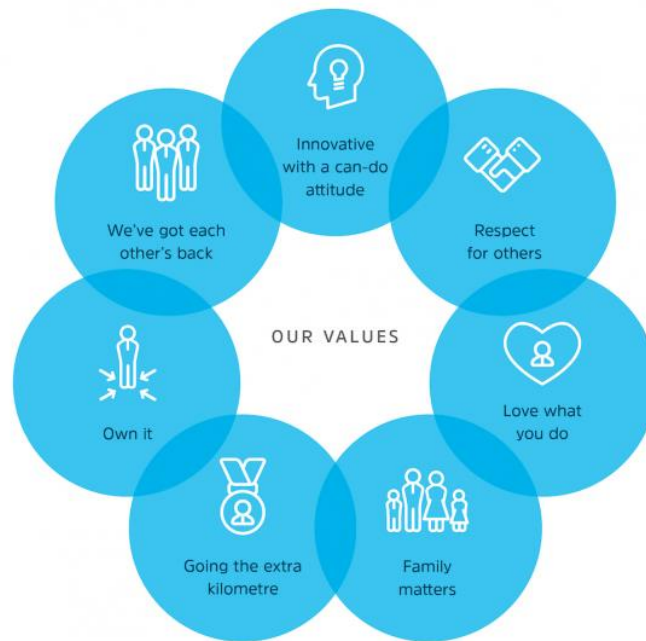


# DRAFT Position Description

|                 |                       |
|-----------------|-----------------------|
| Position:       | Quality Administrator |
| Reports to:     | Quality Lead          |
| Location:       | Palmerston North      |
| Group:          | Switched On Housing   |
| Direct Reports: | Nil                   |

Values:



|                             |   |
|-----------------------------|---|
| Financial Authority to Act: | Financial Authority (See Switched On Delegated Authorities Policy) – Nil  |
| Decision Authority to Act:  | Authority to call for drug and alcohol testing of individuals on site as set out under Switched On Drug and Alcohol Policy / procedures |

## Position Description and KPI Acknowledgement

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

I have read, understood and agree to comply with the above position description and KPI's.

Employee Signature: |

Date: |

# Key Performance Indicators – Functional Accountability Chart

| Area of Accountability   | Core Responsibilities and Typical Activities   | Measurement of Performance  |
|--------------------------|--|---|
| Purpose                  | The quality coordinator is responsible for all administration functions of the quality team and MFF function. Working to provide pragmatic solutions to customer complaints and the quality of delivery.   |   |
| Values                   | <ul style="list-style-type: none"> <li>Demonstrates Switched On' values daily and is passionate about Enhancing the Environments of Kāinga Ora Customers</li> </ul>  | <ul style="list-style-type: none"> <li>Adherence to the Switched On Values</li> </ul>   |
| Professional Development | <ul style="list-style-type: none"> <li>Undertakes professional development required to meet expectations of role</li> </ul>  | <ul style="list-style-type: none"> <li>Consistent with 1:1 and annual milestone achievements</li> <li>BHAG goals achieved</li> </ul>  |
| Soft Skill Application   | <ul style="list-style-type: none"> <li>Manages time &amp; resources appropriately to ensure that all simultaneous projects are delivered on time.</li> <li>Communicates both internally and externally relies on their written &amp; verbal communication skills to reach the desired outcome.</li> <li>Thrives in a changing environment and embraces the use of technology as an enabler to allow them to be more productive.</li> </ul> | <ul style="list-style-type: none"> <li>Successfully manages multiple projects at the same time to deadline.</li> <li>Uses written and oral communication to successfully communicate with customers &amp; Kāinga Ora</li> <li>Adapts well to change</li> <li>Embraces technology as an enabler of productivity</li> </ul>   |
| Customer Experience      | <ul style="list-style-type: none"> <li>Working on behalf of Switched On Housing together with Kāinga Ora to build positive relationships in the homes &amp; communities that we serve. Manage Customer Feedback Proactively access, clarify and validate customer's needs on an on- going basis</li> <li>Monitor to ensure that the customer's needs are being meet in line with what was promised</li> </ul>                              | <ul style="list-style-type: none"> <li>Positive feedback from customers</li> <li>Positive feedback from Kāinga Ora</li> <li>Customer Feedback resolved within expected timeframes</li> <li>Customers' needs proactively assessed, clarified and validated</li> <li>Customers and Kāinga Ora acting as advocates of Switched On Housing</li> </ul>   |
| Health & Safety          | <ul style="list-style-type: none"> <li>Champion Health and Safety to ensure the Policy and processes become part of daily practice</li> <li>All Switched On Health and Safety policies and procedures are adhered to</li> </ul>  | <ul style="list-style-type: none"> <li>All Hazards Identified and Mitigated Actively report Incidents and Accidents within 24 hours of occurrence</li> <li>Known as a role model at Switched On for promoting a positive attitude to safety not just for self but for others too.</li> <li>No Serious Harm Injuries</li> <li>Actively seek out and pursue health and safety improvements</li> </ul> |
| Work Management System   | <ul style="list-style-type: none"> <li>Become fully conversant with the functionality and use of the Switched-On in-house work management system, how it interfaces with Kāinga Ora and with our trades</li> </ul>   | <ul style="list-style-type: none"> <li>Able to successfully navigate work management, and complete all required tasks</li> </ul>  |

|                                  |  |   |
|----------------------------------|--|---|
| Quality Management System        | <ul style="list-style-type: none"> <li>Assist with the creation, management and roll out of documents</li> <li>Facilitate and drive business wide planned activity (a.k.a. Calendar items)</li> </ul>  | <ul style="list-style-type: none"> <li>You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness</li> </ul>  |
| Reporting and Analysis           | <ul style="list-style-type: none"> <li>Provide timely administration support to Quality Management, including a summary of key statistics, a root cause analysis, co-ordination of trades staff and subcontractors training, assist administration staff with quality assurance and trade service work</li> <li>Prepare regular reports that clearly demonstrate volume, process and findings of audit</li> </ul>  | <ul style="list-style-type: none"> <li>Kāinga Ora KPI's met</li> <li>Switched On systems are fit for purpose and are delivering on expected outcomes</li> </ul>   |
| Administration duties            | <ul style="list-style-type: none"> <li>Answering phone and email correspondence, ensuring that follow up requirements are actioned</li> <li>Word Processing</li> <li>Creating spreadsheets and presentations</li> <li>Accurate data entry, filing / scanning of documents for efficient retrieval and use.</li> <li>Review / audit and reporting of Switched On Contract Management records to test for accuracy and completeness</li> <li>Daily reviews completed and recorded on time</li> <li>Assist the wider Quality team with administrative support as required and appropriate.</li> </ul>   | <ul style="list-style-type: none"> <li>Kāinga Ora KPI's met</li> <li>Switched On systems are fit for purpose and are delivering on expected outcomes</li> </ul>   |
| Quality Check KPI's              | <ul style="list-style-type: none"> <li>Timely and accurate report of audit responses</li> </ul>  | <ul style="list-style-type: none"> <li>Monitoring against KPI expectations and guidance to Compliance Officers</li> </ul>   |
| Coordinating Kainga Ora Requests | <ul style="list-style-type: none"> <li>Coordinate all work orders issued from Kainga Ora right through to invoicing/closure</li> <li>Understand the Switched On trades workforce, the specific trade skills of each, which locations they work in and the work flow capacity they have available</li> <li>Maximise efficiency of the trades</li> <li>Maintaining accurate records</li> <li>Dispatches appropriate trades</li> <li>Action operational emails in a timely manner</li> <li>Allocate work withing KPI timelines</li> <li>Reporting as required</li> <li>Appropriately escalate issues with solutions to the appropriate person when required</li> <li>Follows all processes established by Switched On accurately</li> </ul> | <ul style="list-style-type: none"> <li>Successfully coordinate all work order requests from Kainga Ora to schedule</li> <li>All requests dispatched to the appropriate trades</li> <li>Ensuring the appropriate trade checks are carried out to ensure trades meet Kainga Ora needs</li> <li>Accurately reviews job history</li> <li>Prioritises the same trade to site where able</li> </ul> |

Coordinating K  
Customer Req

|                        |  |  |
|------------------------|--|--|
| Method and Measurement | <ul style="list-style-type: none"> <li>Analyse the invoicing for accuracy before processing</li> </ul>   | <ul style="list-style-type: none"> <li>Internal and external audit requirements fulfilled</li> </ul> |
| Customer Complaints    | <ul style="list-style-type: none"> <li>Proactively manage customer complaints to the satisfaction of the customer within KPI requirements.</li> <li>Enhance the customer's experience during the complaint process.</li> <li>Record accurate information and data for statistical and reporting purposes.</li> </ul> |  |

## Key Internal External Working Relationships

The role will call on strong interpersonal skills to interface with other internal departments as necessary, to provide answers for our customers.

In addition to key relationships within the department, the incumbent is also required to form key partnerships internally.

## Key Competencies

|                                |  |
|--------------------------------|--|
| Skill / Technical Competencies | <ul style="list-style-type: none"> <li>Minimum 3 years' experience working in office administration environment preferred</li> <li>Excellent computer skills with knowledge of data management software as well as Excel spread sheets, Office 365 Full Suite</li> <li>Experience in, or good understanding of the building trade environment preferred</li> <li>Proven ability to problem solve and use initiative while working under prescribed processes</li> <li>Proven time management skills</li> <li>Able to work well and with tenacity when under pressure of completion deadlines</li> <li>Ability to respond with tenacity at times while still providing excellent customer service</li> <li>Strong customer service ethic</li> <li>Proven and strong ability to drive and deliver</li> <li>Ability to use initiative</li> <li>Experience in, or good general understanding of the trades involved in residential property maintenance allowing effective management of in-house and subcontracted trades people</li> <li>Clear verbal communication skills (Telephone and F2F).</li> <li>Works as part of team, consulting, providing feedback, sharing knowledge, working to meet common goal</li> <li>Strong outcome and customer service ethic</li> <li>Able to work well when under pressure of completion deadlines</li> <li>Positive attitude with a high energy level, comfortable performing multi-faceted projects in conjunction with day-to-day activities</li> <li>Resourceful, well-organised, highly dependable, efficient and detail oriented</li> <li>Creative problem-solving skills</li> <li>Valid driver's license and good driving record</li> </ul> |
| Behaviour Competencies         | <p><b>Service Excellence</b></p> <ul style="list-style-type: none"> <li>Demonstrated Service Excellence Orientation</li> </ul> <p><b>Working Together</b></p> <ul style="list-style-type: none"> <li>Contributes towards and encourages our people to think and behave in ways that meets common goal</li> <li>Has a clear understanding and supports divisional business priorities</li> </ul>  |

**Administrative Efficiency**

- Strong written and verbal communication skills
- Accurate with strong attention to detail
- Organisational skills
- Process driven

**Personal Effectiveness**

- Ability to manage and motivate yourself to deliver results
- Initiative, enthusiasm and ability to work without direct supervision
- Conflict resolution and negotiation
- Well-developed and proven judgement and problem-solving skills
- Reputation for reliability and honesty

**Planning and Organising**

- Excellent Time management
- Able to work well when under pressure of completion deadlines

**Understanding Switched On**

- Understands our group of companies, our objectives, partners, customers, systems and processes and the opportunities for sales. They incorporate and understand the values of Switched On by focusing on the development of our business with capability attraction and retention from a commercial perspective