



GOVERNMENT OF THE COOK ISLANDS  
TE MANA TUMOTU O TE KUKI AIRANI  
MINISTRY of TRANSPORT

PO Box 61, Rarotonga Cook Islands Phone (682) 28810 Fax (682) 28816, [www.transport.gov.ck](http://www.transport.gov.ck)

### POSITION SUMMARY

<b>Job Title:</b>	Administrator
<b>Division:</b>	Cook Islands Meteorological Services
<b>Responsible To:</b>	Director of Meteorological Services
<b>Responsible For:</b>	2 staff
<b>Job Purpose:</b>	<ol style="list-style-type: none"><li>1. Responsible for the effective and efficient administration of the Cook Islands Meteorological Services.</li><li>2. To enable accurate and reliable financial reporting and effective financial management of the Meteorological Services.</li><li>3. Responsible for the administration and delivery of corporate services (Human Resources, asset management, public management) for the effective and efficient administration of the Meteorological Services.</li><li>4. Reporting and communication to Director of Corporate Service – Ministry of Transport.</li></ol>
<b>Job Classification:</b>	Function - Service Delivery, Governance, Corporate Support
<b>Jobwise Code:</b>	(S1-S6; O1-O6; T1-T7; L1-L9)
<b>Band:</b>	[Inserted after evaluation exercise]
<b>Date updated:</b>	05/06/2020

### AGENCY VISION

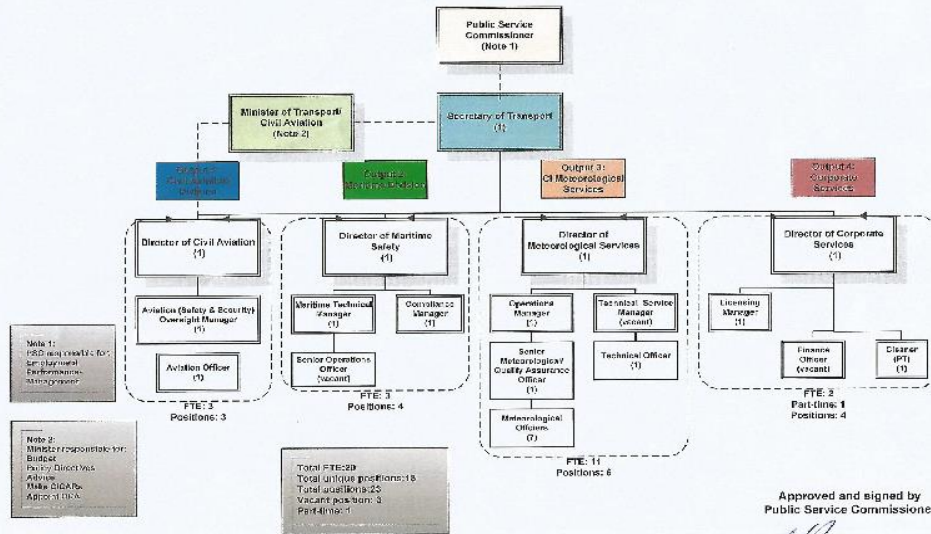
**“SAFE AND SECURE MANAGEMENT OF OUR LAND, SEA AND AIR ENVIRONMENT”.**

The Ministry of Transport is committed to ensuring the safe and secure operation of all aircrafts, vessels, weather reporting activities and administration regardless of size, nature of operation and location in, surrounding, and above the Cook Islands. This includes a safe, secure and resilient environment.

### ORGANISATIONAL STAFFING STRUCTURE

# Te Mana Tumotu O Te Kuki Airani Organisation Structure

Updated: 31 August 2018



## KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
<p><b>KRA 1: General Office Administration</b></p> <ul style="list-style-type: none"> <li>• Identify and address areas of customer dissatisfaction, follow-up and resolve any customer complaints within discretion or refer as appropriate;</li> <li>• Assist staff with accessing ministry policies and processes in relation to code of conduct, grievances and disputes resolution;</li> <li>• Ensure office supplies are managed appropriately;</li> <li>• Provide on-the-job administrative training for staff professional development.</li> </ul>	<p><b>Jobholder is successful when:</b></p> <ul style="list-style-type: none"> <li>• Public complaints are registered and dealt with appropriately in accordance with Service Charter and Manual;</li> <li>• Monthly report on staffing issues to relevant Directors and Secretary including current status, update on resolved and outstanding matters;</li> <li>• Office supplies are readily available as required;</li> <li>• Quarterly training on accessing ministry policies</li> </ul>
<p><b>KRA 2: Human Resource and Records Management</b></p> <ul style="list-style-type: none"> <li>• Ensuring all staff comply with personnel policies and procedures on a daily basis including signing time sheets and leave applications;</li> <li>• Manage and monitor staff leaves;</li> <li>• Managing of personnel records;</li> <li>• Manage human resources, job descriptions, staff performance and performance development;</li> <li>• Ensure all staff comply with policies on management of official information, including the Official Information Act and National Archives policies;</li> <li>• Ensure each division maintains and stores official information accurately using the best system available;</li> <li>• Manage staff development programs;</li> <li>• Manage MoT Quality Management System.</li> </ul>	<ul style="list-style-type: none"> <li>• Records on ESS matches manual office recording;</li> <li>• Corrections to timesheet and leave data by MFEM are minimised;</li> <li>• Monthly review of each personnel file checked to ensure all necessary files are included and reminders issued where files are incomplete;</li> <li>• Staff training and capability register updated every six months;</li> <li>• OIA complaints to the Ombudsman are minimised;</li> <li>• Quarterly Division reports are received from each division regarding their records management, filing and retrieval processes;</li> <li>• Staff development programs are in line with training needs;</li> <li>• Six monthly check and update on QMS to ensure system is up to date, changes are made where necessary.</li> </ul>
<p><b>KRA 3: Asset Management</b></p> <ul style="list-style-type: none"> <li>• Maintain complete and accurate recording for all meteorological assets;</li> <li>• Ensure all donor funded assets and documentation are recorded and reconciled on a monthly basis;</li> <li>• Maintain a Ministry's Gifts Register for the Met Services.</li> <li>• Identify a process for disposing assets and implement it.</li> <li>• Derive a plan to identify possible assets to enhance the work of Met Service in monitoring and issuing warnings;</li> <li>• Identify needed assets for a safe and secure Met Service;</li> <li>• Submit monthly report on all assets</li> </ul>	<ul style="list-style-type: none"> <li>• Meteorological assets are complete and accurate;</li> <li>• Donor funded assets recorded and reconciled on a monthly basis;</li> <li>• Gifts Register is updated;</li> <li>• Disposing asset process implemented;</li> <li>• Assets identified to monitor and issue warnings;</li> <li>• Assets identified for a safe and secure Met Service;</li> <li>• Monthly asset reported submitted.</li> </ul>

<p><b>KRA 4: Implement a Staff Information process for personal files and complaints.</b></p> <ul style="list-style-type: none"> <li>Facilitate the application and approval of staff leave and managing this.</li> <li>Utilize ESS to monitor staff movement and report on unusual movements.</li> <li>Plan with staff of how to take leave over a long period so as not be a burden to the Ministry Budget.</li> <li>Provision of a monthly report of staff movement;</li> <li>Register all staff complaints and refer for investigation;</li> <li>Staff complaints are completed in accordance with Ministry of Transport's Staff Manual;</li> <li>Submit monthly reports of the status of personal files and staff complaints.</li> </ul>	<ul style="list-style-type: none"> <li>Staff leave is documented and approved;</li> <li>Staff movement is monitored and reports submitted;</li> <li>Annual leave plan for staff documented;</li> <li>Staff complaints are investigated with a report submitted;</li> <li>Staff registered for complaints implemented;</li> <li>Staff complaints comply with Ministry staff manual;</li> <li>Monthly report submitted outlining status and complaints.</li> </ul>
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### WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	High level of discretion and trustworthiness, you will be exposed to confidential information that shall be maintained
2	High level of understanding is required of Financial procedures and HR
3	To bring all matters to the management team if they are threatening and staff grievances are not dealt with.
4	Ensuring division managers complete external and internal reports requiring Directors review in a timely manner (such as monthly output reporting, performance appraisals)

### AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. *(Explain the authority if any)*

<b>Financial</b>	Nil
<b>Staff</b>	Nil
<b>Contractual</b>	Nil

### FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. *(List the external and internal types of functional relationships)*

Internal	Nature of Contact	External	Nature of Contact
Secretary of Transport	<b>Light:</b> advisory, reporting	Stakeholders	<b>Routine:</b> information sharing, Collecting data
Director of Meteorological Services	<b>Heavy:</b> leading, influencing, advisory, managing, information sharing	Customers	<b>Routine:</b> Providing information, reporting and seeking advice
Director of Corporate Services	<b>Heavy:</b> leading, influencing, advisory, managing, information sharing		
Meteorological officers	<b>Routine:</b> providing information, reporting and seeking advice		

## QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

<b>Essential:</b> (least qualification to be competent)	<b>Desirable:</b> (other qualifications for job)
<ul style="list-style-type: none"> <li>Bachelor in Management and Public Administration or a related field,</li> </ul>	<ul style="list-style-type: none"> <li>Master's Degree in Management and Public Administration or related area</li> </ul>

## EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

<b>Essential:</b> (least number of years to be competent)	<b>Desirable:</b> (target number of years you are looking for)
<ul style="list-style-type: none"> <li>7 year's work experience in Public Administration, Finance or Management of Human Resources</li> </ul>	10 years' work experience in Administration, Finance and HR management, particularly in the public sector management

## KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
<b>Expert</b>	<ul style="list-style-type: none"> <li>Experienced in reviewing, developing and improving internal administrative policies and procedures</li> <li>Highly capable in problem solving and finding solutions to meet office management objectives</li> <li>Ability to review and seek improvements in current policies and processes and implement changes</li> <li>Public Service Act and Official Information Act</li> <li>Highly capable in property and asset management</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to analyse data</li> </ul>
<b>Advanced</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of MFEM Act, PERCA Act and PSC Act</li> <li>• Ability to work with minimal supervision</li> <li>• Advanced computer literacy and capacity to learn and teach new IT applications</li> <li>• Ability to ensure efficient and effective information management, property and asset management processes</li> </ul>
<b>Working</b>	<ul style="list-style-type: none"> <li>• Experience in developing efficient office workflow processes</li> <li>• Ability to ensure all staff adhere to internal and public service policies in a timely manner and to high standard</li> <li>• Ability to negotiate and manage staff and public relations</li> <li>• Ability to ensure information is filed and easily accessible to support Director with informed decision-making</li> </ul>
<b>Awareness</b>	<ul style="list-style-type: none"> <li>• Understanding of administration in the Public Sector and the Cook Islands Government Financial Policies and Procedures Manual (CIGFPPM)</li> <li>• Ability to work well and contribute to a team environment</li> <li>• Strong written and verbal communications (in English and Maori)</li> <li>• Effective time management and workflow skills</li> <li>• Experience in office and information management skills</li> <li>• Knowledge of public service policies relating to HR, Employment, information management, asset management</li> </ul>

**CHANGE TO JOB DESCRIPTION**

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

**Approved:**

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HoM/Manager

\_\_\_\_\_

Date

\_\_\_\_\_

Employee

\_\_\_\_\_

Date