

**MINISTRY OF EDUCATION**

P.O. Box 97, Rarotonga, Cook Islands

**Government of the Cook Islands**

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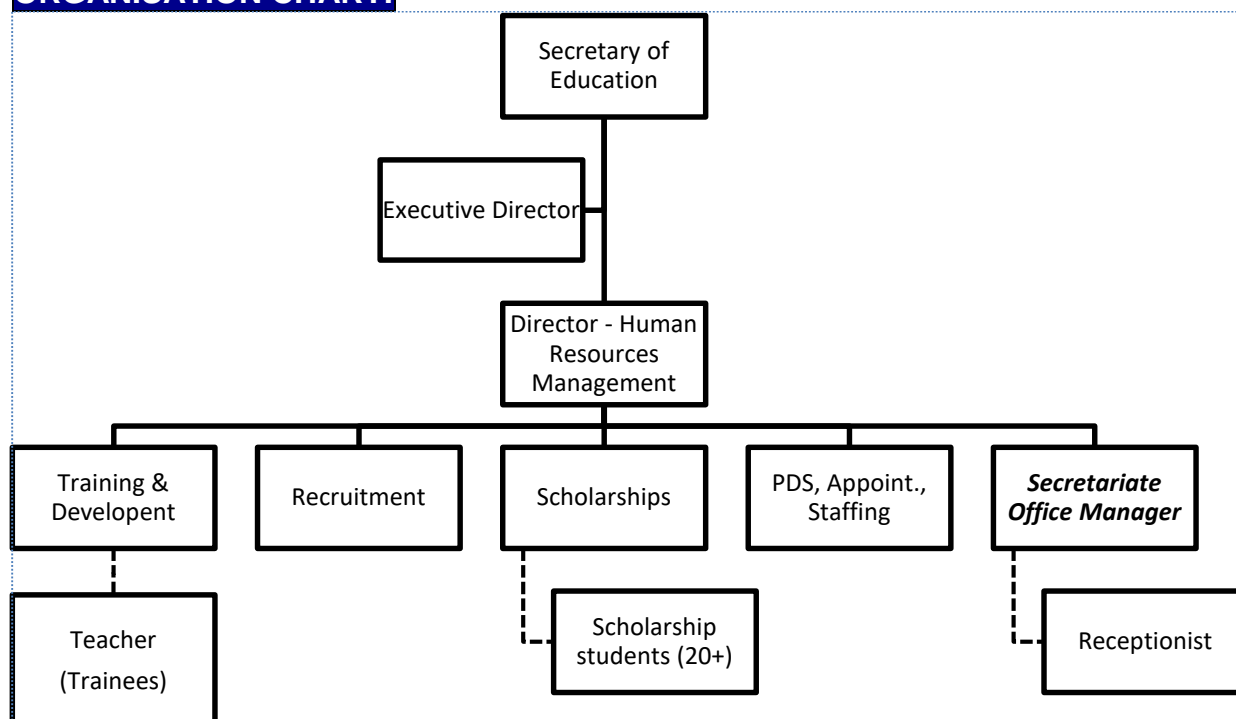
**POSITION DESCRIPTION**

Position Title:	Secretariat Office Manager		
Division:	Human Resources Management		
Responsible To:	Director HRM & Secretary of Education		
Responsible For:			
Job Purpose:	<ul style="list-style-type: none"><li>To effectively manage the office of the Secretary of Education, providing high quality and responsive secretarial and clerical services and support in relation to the Secretariat</li><li>To provide appropriate operational HR Administrative Services, including supervising the reception area – “The face of the Ministry”.</li></ul>		
Job Classification & Salary	Min – F1 (22,352)	Mid (27,816)	Max (34,646)
Date:	April 2021		

**MINISTRY VISION:**

Through its vision, the Ministry of Education values the unique nature of the Cook Islands. We contribute to the effective governance of our country and are recognised as leaders in education throughout the region.

The Ministry of Education provides a dynamic and professional environment which promotes and supports lifelong learning through the provision of quality services.

**ORGANISATION CHART:**

## KEY RESULTS AREA:

K.R.A	Key Performance Indicators
<p><b>Secretarial Services &amp; Administration Support</b></p> <ul style="list-style-type: none"> <li>Effectively manage the day to day administration of the office of the Secretary – supplies, cleaning, equipment maintenance etc.</li> <li>Provide services for and on behalf of the Secretary as the first point of contact.</li> <li>Manage the Secretary's information and filing system in accordance with OIA</li> <li>Responsible for all secretarial requirements including reports, correspondence, minutes of meetings, emails, etc.</li> <li>Assist in preparing Cabinet Submissions and information papers to stakeholders</li> <li>Provide secretarial functions for Senior Management Team meetings including preparing the agenda, taking the minutes, venue arrangement etc.</li> <li>Maintain a current file of Ministry policies with the Policy and Planning Office</li> </ul>	<ul style="list-style-type: none"> <li>Serves in a liaison capacity between the Ministry Divisions and their area of responsibility and the Secretary</li> <li>Liaison with Minister of Education's Office, government Ministries, donor agencies and NGO's</li> <li>Co-ordinates appointment/meetings schedule for the Secretary</li> <li>Manage visitors and visitor schedules, ensuring they are treated professionally, with courtesy and respect.</li> <li>Ensure confidentiality of sensitive information and report breaches to the Secretary of Education</li> <li>Co-ordinate meetings, conferences, workshops and training courses as required by the Secretary</li> <li>Co-ordinate repair and maintenance of all office equipment, responding to IT issues</li> <li>Liaise with maintenance staff and cleaners to ensure the office facilities and the secretary's vehicle are maintained in a clean and tidy manner</li> </ul>
<p><b>Secretarial Support for Cook Islands UNESCO office</b></p> <ul style="list-style-type: none"> <li>Effectively manage the CI UNESCO office in consultation with the Secretary.</li> <li>Assist in preparation of project proposals documentation, reports and correspondence to agencies</li> <li>Provide secretarial functions for UNESCO meetings including agenda, minutes, venue arrangement etc.</li> </ul>	<ul style="list-style-type: none"> <li>Prepare and process all donor funded requisitions for payment</li> <li>Liaison with other line Ministries, NGO' and stakeholders</li> <li>Manage the office filing, archival and retrieval processes, ensuring publications are catalogued in the Ministry Library.</li> <li>Coordinate meetings, conferences, workshops and training courses</li> </ul>
<p><b>MOE Travel Management (Local/Overseas)</b></p> <ul style="list-style-type: none"> <li>Co-ordinate and book all travel arrangements for the HOM, Divisional Directors and MOE Staff and confirm travel arrangements with the respective staff member according to the MOE Travel Guidelines</li> <li>Manage the whole of government International Travel Insurance process</li> </ul>	<ul style="list-style-type: none"> <li>Liaise with travel consultants, accommodators, airlines etc. with regards to confirming travel and accommodation arrangements</li> <li>Keep a travel log of all bookings and future travel requests submitted by MOE staff to implement, ensuring timely processing of travel.</li> </ul>

	<ul style="list-style-type: none"> <li>• Prepare and process requisitions for travel payments including per-diems &amp; allowances. S</li> <li>• Inform Island Councils of the travel of staff to the Pae Enea.</li> </ul>
<b>HR Administration Support</b> Is a member of the HRM Division with some supervisory responsibilities for the receptionist work-plan, reporting to the Director. <ul style="list-style-type: none"> <li>• Provides administrative support to the HRM Team including preparing requisitions, minute taking, responding to request for information etc.</li> <li>• Facilitate the annual update of the staff manual and relevant policies</li> <li>• Coordinate the use of and cleaning of Ministry's downstairs and upstairs meeting rooms</li> </ul>	<ul style="list-style-type: none"> <li>• Provides cover and/or supervision for the reception area according to timetable</li> <li>• Participates in HRM team meetings, workshops, activities and.</li> <li>• Update the MOE register of employees quarterly and disseminate to MOE staff</li> <li>• Coordinate the use of and cleaning of Ministry's upstairs meeting rooms</li> </ul>
<ul style="list-style-type: none"> <li>• Inventory control, purchasing of stationery supplies for Secretariat</li> <li>• Data input and retrieval for the Secretariat and HRM Division as required</li> <li>• Printing, binding, scanning and photocopying of documents for Secretariat and Director, reproduction of reports and office manuals</li> </ul>	<ul style="list-style-type: none"> <li>• Assist to translate documents for the Secretary</li> <li>• Search and retrieve archived information from storage</li> <li>• Produce (layout) invitations, name tags, event programmes</li> </ul>
<b><u>Professional Conduct</u></b> <ul style="list-style-type: none"> <li>• Demonstrate professional conduct as expected by an employee of the Cook Islands Public Service</li> <li>• Participate fully and effectively in the performance management system</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates professional conduct at all times</li> <li>• Complies with the values and code of conduct of the CIPS</li> <li>• Complies with the requirements of the MOE performance management system</li> <li>• Participates in relevant professional development opportunities</li> <li>• Meets all expected deadlines and reporting requirements as directed by the Manager.</li> </ul>

## WORK COMPLEXITY:

<i>Indicate Most challenging duties typically undertaken:</i>	
1	Manage the Secretariat Office and supervises reception area. Ensure high quality and responsive services is provided to the Secretary and other areas of responsibility
2	Manage the whole of Ministry Travel Guidelines ensuring information is accurate, relayed to staff and timely. Any alterations to travel is managed appropriately.
3	Comply with HR support services and ensure documentation is of a high quality with good attention to detail.
4	Ability to work without supervision – set daily work plan, complete tasks effectively and efficiently, being able to multitask and exhibit verbal and written communication skills.

**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 (Assist Secretary to set and monitor Secretariat budget)
<b>Staff</b>	NIL (In collaboration with the Director, set the reception schedules and provide feedback with regards to reception staff performance)
<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*)

<i><b>Internal</b></i>	<i><b>Nature of Contact</b></i>	<i><b>External</b></i>	<i><b>Nature of Contact</b></i>
Directors, Line Managers, Principals	Administration support, request and provide relevant information, SMT minutes, travel requests and other matters as required <b>(Heavy)</b>	Community Services – accommodation, airlines, shipping agencies,	Travel arrangements (overseas, local), accommodation, internal arrangements <b>(Routine)</b>
HRM, Finance Division	Administration, report on activities, respond to requests, process requisitions <b>(Heavy)</b>	Government Agencies – MOH, MFAI, MFEM, OPSC	Requests and provide relevant information <b>(Minimal)</b>
MOE & CITTI staff	Administration of travel - finalise, inform, coordinate, respond to queries and requests <b>(Heavy)</b>	General Public, suppliers	Respond to and provide relevant Information, quotes, purchases <b>(Routine)</b>

**QUALIFICATION:**

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

<b>Essential:</b> (least qualification to be competent)	<b>Desirable:</b> (specific qualification for job)
<ul style="list-style-type: none"> <li>A Diploma in Business Administration/ Computing or Finance</li> </ul>	<ul style="list-style-type: none"> <li>A Bachelor's Degree in Business Administration/Computing or Finance or a relevant Humanities field.</li> </ul>

**Knowledge / Experience**

The length of practical experience and nature of specialist 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>Maturity and a minimum of 5 years in a senior secretariat/administration role in a similar organisation</li> <li>Ability to communicate effectively in both Cook Islands Maori and English</li> </ul>	<ul style="list-style-type: none"> <li>Experience in managing staff and managing finances</li> </ul>

## Key Skills /Attribute / Behaviours

Level of ability required for the job	
<b>Expert</b>	<p><b>Customer Focus</b> - Working to achieve total customer satisfaction (includes internal and/or external customers)</p> <p><b>Collaboration</b> - Working effectively with others in the HRM Division to accomplish team goals. Highly articulate with ability to communicate with management and staff.</p>
<b>Advanced</b>	<p><b>Quality and Accuracy of documentation</b>- Accomplishing tasks with concern for the standard produced; checking own work to ensure accuracy, adherence to procedures and completeness. Improves processes to ensure improvement in quality of outputs over time.</p> <p><b>Communication Skills</b> - Expressing ideas effectively in individual and group situations; adjusting language or terminology to the characteristics and needs of the audience. Keeps information confidential.</p> <p><b>Interpersonal Skills</b> - Establishing and maintaining relationships with staff and external agencies to improve the overall effectiveness of the position.</p> <p><b>Decision making</b> - Making timely decisions; judgements; taking action when appropriate and committing to a position or direction.</p> <p>Sensitivity towards and understanding of Cook Islands culture</p>
<b>Working</b>	<p><b>Problem Solving:</b> Ability to work methodically through problems, manage pressure and resolve issues to the satisfaction of staff and external stakeholders</p> <p><b>Attention to detail</b> – ability to accurately check processes, tasks and /or information no matter how small over time yet still showing concern for all the other aspects of the job.</p> <p><b>ITC</b> - be able to operate relevant MSOffice software including Outlook, word processing, spreadsheets and other software as appropriate, to Level 2</p> <p>An ability to respond to changing situations in a flexible manner in order to meet current needs.</p>
<b>Awareness</b>	<p><b>Education</b> - Awareness of the links of tasks to MOE policies, manuals and statutes. Considers implications and risk of proposed actions/decisions in regard to meeting education outcomes.</p>

**Approved:**

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Head of Ministry – Secretary of Education

\_\_\_\_\_  
Date

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Employee

\_\_\_\_\_  
Date