



ALLEN+CLARKE

POSITION DESCRIPTION

POSITION:	Associate (Programme Administrator)
LOCATION:	Wellington
RESPONSIBLE TO:	Managing Associate
EFFECTIVE:	1 March 2016

Context of the position

An Associate (Programme Administrator) contributes to the achievement of *Allen + Clarke's* objectives and those of our clients by delivering high quality and timely accounts administration, communications, meeting management and contract management services. The work is carried out either individually or in conjunction with other *Allen + Clarke* Associates and Directors. This involves applying *Allen + Clarke's* frameworks, those of our clients and delivering work for specific projects.

About *Allen + Clarke*

Allen + Clarke develops and delivers high quality products for our clients.

Our primary focus is on the New Zealand public sector. We also work with the public sector, not for profit and private sector clients in New Zealand, Australia, the Pacific and South-east Asia.

Allen + Clarke has proven expertise in:

- Secretariat services including
 - governance support and management
 - work planning and project management
 - general administration
 - contract management
 - programme management
 - meeting management services
 - reporting, and
 - financial management.

- Evidence-based policy, research and evaluation
- Inter-sector policy, research and evaluation projects involving multiple stakeholders
- Legislative and regulatory reviews and the design of regulatory instruments
- Project and programme management
- The development and implementation of public sector strategies and policies
- Consultation and engagement processes
- Business case development, and
- International development assistance.

Allen + Clarke delivers its work to clients using individual staff and specially formed project teams.

Staff are assigned to projects by the Director Operations, who draws on the experience and skills of staff from across *Allen + Clarke*, and also provides opportunities for staff to challenge themselves by working in new areas.

Direct contribution to the role of *Allen + Clarke*

The Associate (Programme Administrator) will directly contribute to *Allen + Clarke's* Secretariat Practice as a team member and to any other projects as directed by the Directors and the Management team.

Purpose and key accountabilities

Ensure *Allen + Clarke* provides quality products and services in a timely way to clients through:

Purpose of the Role	Key Accountabilities and Deliverables
Working knowledge and application of programme administration	<ul style="list-style-type: none"> • Undertake secretariat tasks and deliverables for clients with minimal support. • Prepare high quality advice for clients. • Develop and maintain a good understanding of the principles and practices of contract management, accounts administration, and risk management. • Deliver services in line with the brief supplied by the client. • Maintain accurate files (both electronic and hard copy). • Actively contribute to the quality control of products and services through regular participation in peer review, appraisal and discussion of issues. • Participate in opportunities to increase the flow of ideas and lessons from experience across <i>Allen + Clarke</i>, and to integrate research evidence and insights into policy work.
Planning and project participation	<ul style="list-style-type: none"> • Contribute to team and <i>Allen + Clarke</i> planning processes. • Manage delivery of small projects and own project work. • Participate in small, moderately complex projects with limited risk and sensitivity, or participate in larger, more complex projects, with some supervision. • Scope and size tasks, identify inter-dependencies, and plan timeframes and deliverables. • Use <i>Allen + Clarke</i> project management guidelines and processes to ensure delivery of services within timeframe and budget. • Develop familiarity in using i-lign to monitor budget and time spent on larger tasks.

	<ul style="list-style-type: none"> • Seek appropriate managerial input when identifying risks. • Undertake any other tasks, as requested.
Represent <i>Allen + Clarke</i>	<ul style="list-style-type: none"> • Represent <i>Allen + Clarke</i>, with support, on routine matters in a range of situations including client meetings, business development and networking opportunities.
Business development	<ul style="list-style-type: none"> • Develop key contacts as a source of information. • Identify information from clients and networks of value to <i>Allen + Clarke</i> and appropriately share that information. • Seek out and participate in relevant professional networks • Participate in opportunities to contribute to business development including developing proposals for new work.
General functions	<ul style="list-style-type: none"> • Contributes to team and <i>Allen + Clarke</i> planning processes and all activities to enhance the effective operation of the firm. • Communicate effectively with Directors, Management Team and other <i>Allen + Clarke</i> staff members. • Undertake any other tasks, as requested.

Person specification

Qualifications

- A tertiary qualification in a relevant field is desirable, preferably at post-graduate level.

Experience

- Proven experience in accounts payable.
- Proven experience in meeting management services (including organising meeting logistics, agenda preparation, taking minutes, etc.).
- Excellent numeracy skills with an eye for detail.
- Experience in contract management.
- Experience in the public sector is an advantage.

Technical Knowledge

- General administrative and computer skills (especially Microsoft Excel, Microsoft Access, previous use of Lotus Notes a bonus but not essential).
- Financial reporting including financial reporting in the public sector is an advantage.

Personal attributes

- Demonstrates time management and prioritising skills.
- Readily adapts to change and manages uncertainty.
- Communicates clearly with different audiences.
- Develops effective working relationships with people from diverse backgrounds and at all levels.

Personal factors

The appointee will enjoy working within a team environment that also offers scope for autonomy. They have great relationship management skills and work comfortably with a wide range of people including our clients.

Our work requires a person with an excellent organisational skills and an ability to meet all deadlines. The appointee will know how to work with pace, to identify risks and issues, and to mitigate them as part of a team or a project.

The appointee must show an ability to communicate effectively with the *Allen + Clarke* team, including the Directors and Managers, and with clients. They must not be afraid of coming forward with opportunities and issues.

Consulting behaviours

COMMUNICATING EFFECTIVELY

- Express ideas clearly, logically and succinctly.
- Proof read effectively to avoid spelling and grammatical errors in their work.
- Accurately identify key messages and support these with relevant information, data, and examples.
- Ask open questions to appreciate and learn from others' points of view.
- Demonstrate listening skills by summarising what others have said to check understanding.
- Put forward own views in a clear and constructive manner, using an appropriate communication channel, e.g. email/ telephone/ face to face.

INTERPERSONAL SKILLS

- Build rapport well with all kinds of people.
- Respect differing viewpoints.
- Recognise the impact of their own behaviour on others.

LEARNING AND DEVELOPMENT

- Be willing to take on unfamiliar tasks and try new approaches to learning on the job.
- Integrate new learning into work practices to improve them.
- Assess successes and failures to learn from experience and develop and grow.
- Keep abreast of developments in their technical discipline and sector knowledge.

PROBLEM SOLVING

- Clearly define the problem and how to deal with it.
- Recognise similarities between the current problem and previous situations.
- Use evidence to support analysis and decision making.
- Offer realistic and workable solutions.
- Identify where risk may occur.
- Involve the right people in the decision making, as needed.
- Provide appropriate information to support informed decision making by others.
- Seek guidance as needed when the situation is unclear.

DEALING WITH ABIGUITY

- Continue to work effectively when things are up in the air.
- Identify what actions they can take to provide greater clarity to a situation or task.
- Move between tasks and activities without having to finish each one first.
- Make sound decisions in situations which are new.
- Raise issues of concern promptly with appropriate person for resolution, as needed.

PERSONAL RESILIENCE

- Prioritise tasks appropriately and deliver them in the most effective manner.
- Remain composed and focused under pressure.
- Keep difficulties in perspective.
- Understand their personal stressors and take steps to limit their impact.
- Plan and negotiate adjustments to workload to minimise stress.

Consulting competencies

EXTERNAL AWARENESS

- Know *Allen + Clarke's* relationships with clients relevant to their areas of work.
- See their own work in the context of the bigger picture.
- View issues from a range of different perspectives and understand the perspectives of clients and their stakeholders.
- Be building a suitable network of external contacts directly related to their areas of work.

MANAGING CLIENT RELATIONSHIPS

- Listen and actively listen to gain a full understanding of client needs.
- Be able to identify key decision makers and influencers.
- Give top priority to ensuring a positive client experience.
- Adjust service based on client feedback.
- Know when to refer complex questions to knowledge experts.

CONSULTING APPROACH

- Participate in activities that contribute to business development.
- Prepare an appropriate template for a proposal, gather contributions from others and craft the content to respond to the client's needs.
- Be familiar with the steps in planning and project management.
- Be developing an ability to scope and size tasks, identify inter-dependencies, and plan timeframes and deliverables, with some supervision.
- Successfully deliver projects, with some supervision.
- Be developing an ability to use i-lign to monitor budget and time spent on tasks.
- Have a strong sense of urgency about getting things done on time and to budget.
- Maintain productivity by staying focused on tasks in spite of distractions and interruptions.
- Concentrate their efforts on the more important priorities.
- Identify likely pressure points well in advance and make adjustments to meet deadlines.

UNDERSTANDING THE BUSINESS

- Understand how their work contributes to the strategic goals of the business.
- Make connections between their own work and the work of others and pass on information to the right people.
- Be aware of how to work effectively through formal and informal channels.
- Be aware of *Allen + Clarke's* success stories.
- Take responsibility for keeping costs in their work contained.
- Comply with reporting requirements.
- Comply with all *Allen + Clarke* policies and procedures.