

JOB DESCRIPTION

Job title:	Ashburton Administrator
Responsible to:	Partners
	Our mission is to add value to clients, employees, and owners of Leech & Partners.
	Our 4 strategic pillars create a framework of growth. Our pillars are:
	<ul style="list-style-type: none"> • People: Growing a world class team • Technology: Leverage modern technology for better outcomes • Business: Balancing business returns & stakeholder wellbeing • Clients: A long-term ally in business
Leech & Partners Mission & Key Goal:	<p>Build strong, lasting customer relationships that foster loyalty and repeat business. Understand our client's needs, fears and goals. Establish quality personal connections between the Leech & Partners team and clients. Tailor services to clients to help them meet their objectives.</p>

Key Relationships

The position reports to the Partners, working closely with the administration team leader and wider administration team. The Administrator will develop strong working relationships with clients, other stakeholders, suppliers, and the team.

Key Result Areas

Key Responsibilities:	Jobholder Is Successful When:
<p>1. Reception</p> <ul style="list-style-type: none"> • Mail – opening morning mail and distribute, preparation of afternoon mail. • Provide professional customer service, answering phones and supporting with queries or connecting them with appropriate person. • Provide exceptional experience to all clients, trades people, and couriers who enter the building. Communicate any health and safety requirements, prepare coffee / tea and inform team member of their arrival. 	<ul style="list-style-type: none"> • Goes the extra mile to support all guests to the office, and / or over the phone with positive feedback received. • A friendly positive manner, supporting the wider team. • All tasks are completed within agreed timeframe, with good attention to detail. • Positive feedback received by guests to the office and the team.

<ul style="list-style-type: none"> • Stocktake of stationery and groceries, ordering as necessary. • Keeping the kitchen and meeting rooms tidy, including maintenance of facilities and refilling of printers. 	
<p>2. Administration</p> <ul style="list-style-type: none"> • As needed support the accounting team with XPM and IRD client maintenance, delinking / archiving, email GST monthly reports, follow up of client documents, client reassignments, and sourcing missing signatures (lawyers), sending of accounts. • Review and compare letters with tax returns and accounts, analysing information to ensure details are accurate. • Administration of accounting compliance work. • Finalising of letters and sending out accounts. • Use IRD, ACC, and / or Companies Office websites, to assist in job preparation. • Provide personal assistance to the Partners. • Adhoc administrative tasks, including scanning and updating of phone lists. 	<ul style="list-style-type: none"> • All tasks are completed within deadlines and a high level of accuracy. • The accounting team and Partners feel supported with the level of support. • Systems and data are true and correct.
<p>3. Teamwork</p> <ul style="list-style-type: none"> • Collaborate with wider administration team, learning one another's tasks to provide additional support to each other. • Identify process improvements, continuously striving for ways to provide exceptional level of support to the wider team. • Create a positive team atmosphere, including team inclusiveness, stimulating involvement, encouraging shared respect, and demonstrate Leech & Partners values. • As required, assist with projects that support the strategic direction of the firm, communicating the execution of agreed milestones. 	<ul style="list-style-type: none"> • Administration team are united in their approach, with positive feedback from others. • Present a "can do" attitude and culture amongst more junior team members. • Positive team culture. • Process efficiencies are implemented, providing a higher level of service to the wider team and positive feedback received.

<p>4. Personal Development</p> <ul style="list-style-type: none"> Actively manage personal performance and career planning. Set development plans and participate in the appraisal process, holding mentors to account. Prepare for and actively participate in meetings to discuss performance, seeking more regular feedback and / or meetings as necessary. Create personal goals that have a good stretch, and firmly establish how these will be achieved within specified timeframe. Identify any training or support required to achieve goals that support development plans. 	<ul style="list-style-type: none"> Regular conversations are had, aligning actions and behaviours with Leech & Partners values and goals. Understand the need to develop professionally and technically to meet the needs of clients, keeping up to date with any changes and market trends. Areas for improvement is acknowledged and plans in place to remedy.
<p>5. Other Duties, Health & Safety, and Leech & Partners Policies</p> <ul style="list-style-type: none"> Duties are not limited to those specified, so further tasks may be assigned on a project or ongoing basis. Ensure that all Health and Safety requirements as outlined in the Health and Safety policy are complied with. Ensure all Leech & Partners policies are complied with. 	<ul style="list-style-type: none"> A proactive flexible approach is undertaken to achieve Leech & Partners business objectives. Awareness of Health and Safety requirements and procedures. Awareness and compliance with all Leech & Partners policies.

Person Specification

Knowledge / Experience

- Demonstrated experience in customer facing role, desirably within professional services.
- Microsoft Suite
- Experience in accounting systems (desirable)

Key Skills / Attributes / Job Specific Competencies

Communication	<ul style="list-style-type: none"> • Develop strong written and verbal communication skills, including the ability to change tone with different clients and team members. Self-review work, including grammar. • Good attention to detail. • Participate in team discussions and trainings, providing personal views.
Problem Solving	<ul style="list-style-type: none"> • Apply knowledge practically. • Have a sense of curiosity when taking on new challenges. • Maintain an open mind and logical approach to different work situations. • Remain calm in problem solving situations and contribute to solutions logically with determination to achieve a result. • Understand the appropriate point at which to seek assistance.
Organisation	<ul style="list-style-type: none"> • Multitask while remaining professional. • Understand the importance of priorities and can prioritise. • Effectively manage workflow and report to managers as necessary, including if any concerns. • Work under pressure at busy times and going above and beyond at times.
Professionalism	<ul style="list-style-type: none"> • Behave in a professional way in front of clients and business relationships. • Understand the effect behaviours and approach of day-to-day work has on others. • Approachable and listens to other opinions objectively. • Take on feedback constructively.

Acceptance of Job Description

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment – including technological requirements or statutory changes.

Approved by:

Employee Name _____

Job Title _____

Signature _____

Date _____

Approved by:

Name _____

Job Title _____

Signature _____

Date _____