



Our Vision: People who experience mental illness and addictions living well.

Our Mission: To contribute positively to the recovery of people who experience mental illness and addictions through the provision of quality community services, social housing and by supporting mental health sector development.

Job Description

Title: Business Support - Team Leader

Location: 334 Lincoln Road, Christchurch

Reports to: Chief Operating Officer (COO)

Main Purpose of Position:

The Business Support Team Leader is accountable for the leadership of the Business Support Shared Services function. The role holds accountability for effective and integrated business support administration and associated data management systems, practices and processes.

Functional Relationships:

Internal	External
Senior Leadership	Comcare's Suppliers
Executive Assistant	Comcare's Contractors
Clinical Lead	
Triage Practitioner	
HR & Safety Advisor	
Community Housing & Property Manager	
Team Leaders	
Comcare Staff	






Authorities: As per Delegation Authorities policy



Functions	Key Responsibilities
Business Support Lead	<ul style="list-style-type: none"> • Lead the Business Support Services function in an effective and efficient manner. • Ensure administrative support for the Senior Leadership Team is facilitated. • Work in partnership with internal customers to meet administration requirements. • Understand all third party and commercial contracted services and undertake reporting obligations when required.
Business Support Team Management	<ul style="list-style-type: none"> • Create a cohesive and collaborative team environment. • Maintain a professional and positive approach to enable a culture of effective cooperation within the Business Services team. • Provide guidance and support to staff to develop their own knowledge base. • In conjunction with the COO and GM People and Capability implement and review staff training and development plans. • Implement training and skill development structures to assist business support staff. • Manage staff and where required rectify performance. • Approve staff leave and arrange cover when necessary. • Assist the COO with review of role descriptions, recruitment and orientation of staff.
Marketing and Event Administration	<ul style="list-style-type: none"> • Hold primary responsibility for marketing administration at the organisation-wide level. • Undertake the events management functions both internally and externally.
Human Resources	<ul style="list-style-type: none"> • Ensure effective Human Resources Administration process and systems support is provided for the Employment life cycle.
General Admin	<ul style="list-style-type: none"> • Ensure comprehensive administrative support handling communications, producing documents, coordinating meeting rooms and minute taking as required.
Reception	<ul style="list-style-type: none"> • Ensure that all reception staff provide a professional and customer focussed attitude.
Procurement and Property Administration	<ul style="list-style-type: none"> • Ensure team provides procurement administration support related to vendors, suppliers, IT/Office equipment, purchase orders. • Ensure administration support with vehicle coordination to assist in the smooth running of the organisation's fleet of vehicles.



	<ul style="list-style-type: none"> • Commercial property vendor coordination. • Undertake Project Support on an ad hoc basis.
Client Referral Intake	<ul style="list-style-type: none"> • Ensure team provides appropriate administration team support for client referral intake for the required areas.
Residential Property Administration	<ul style="list-style-type: none"> • Ensure effective administration is provided to the Community & Property Service in an effective and efficient manner.
Quality Administration	<ul style="list-style-type: none"> • Ensure administrative support is provided to the Health & Safety, Staff Wellbeing and Quality & Assurance.
Business Analysis and Reporting	<ul style="list-style-type: none"> • Provide appropriate administration support for internal and external reporting.
Honouring te Tiriti o Waitangi	<ul style="list-style-type: none"> • Develop approaches for partnering with mana whenua, Māori with lived experience of mental health and addiction services and their whanau. • Work in partnership with clients and whānau to provide culturally responsive and appropriate support to improve outcomes and reduce inequities.
Development	<ul style="list-style-type: none"> • Actively participate in professional development to meet identified learning needs that promote and support excellent performance in the position. • Over time employees will, through the natural process of gaining confidence in their ability and understanding of the systems, operate more quickly and efficiently in the job they hold. This will free up time that could be used to develop and enhance their skills, knowledge and abilities. As a consequence of this, and because Comcare is interested in developing each employee to their full potential, each employee will from time to time be asked to take on extra duties that are designed to upgrade their skills, knowledge and abilities.
Health and Safety	<ul style="list-style-type: none"> • Proactively support and follow our Health and Safety programmes, Policies and Procedures. • Ensure services are delivered in line with Comcare's Health and Safety Policies and Procedures. • Ensure the Wellbeing of Comcare's clients, tenants and staff are at the forefront of any decision taken. • Assess and mitigate and manage risk, including no cultural harm. • Ensure accidents and incidents in the workplace are reported in a timely manner.

<p>Anei ā mātou whanonga pono / Our Values</p>	<div data-bbox="636 289 815 514">  </div> <div data-bbox="803 338 1292 436"> <p>We Statement 'We offer a safe space to enable tāngata whaiora to find their own empowerment and support them to be leaders of their own journey.'</p> </div>
	<div data-bbox="636 562 815 787">  </div> <div data-bbox="803 611 1278 709"> <p>We Statement "We take a person-centred approach and nurture a sense of belonging through shared experiences and strengthening ties between whānau and communities.'</p> </div>
	<div data-bbox="636 835 815 1060">  </div> <div data-bbox="803 884 1278 982"> <p>We Statement "We ensure that our mahi reflects a mana enhancing approach to strengthen hope for tāngata whaiora, with aroha, respect, integrity and trust.'</p> </div>
	<div data-bbox="636 1108 815 1333">  </div> <div data-bbox="803 1167 1266 1241"> <p>We Statement 'We support the mana of each other through respect, collaboration and communication.'</p> </div>
	<div data-bbox="636 1381 815 1606">  </div> <div data-bbox="803 1436 1299 1509"> <p>We Statement 'We protect and preserve taonga for whānau and generations to follow.'</p> </div>
<p>This Job Description is intended to describe the duties/responsibilities that the staff member will be expected to undertake in this position. It should not be considered as a complete and exhaustive list of all responsibilities, duties, or skills required of the position holder. From time to time, the position holder may be required to perform duties outside of their normal responsibilities as needed. This job description will be reviewed regularly in order for it to continue to reflect the changing needs of Comcare.</p>	



Person Specification

Qualifications/Background:

- Education Qualifications NCEA level two or above
- MS Office training

Experience / Knowledge / Skills:

- 5 years + experience in an administration position
- Staff management skills and experience
- Strong Administration coordination capability
- Requires a very sound knowledge of financial administration practises
- Sound understanding of Human Resources administration processes
- Proficiency in Microsoft packages (medium to advanced) and other software skills
- Demonstrated experience working with highly confidential information
- Excellent time management skills
- Efficiently managing conflicting deadlines and priorities
- Strong organisational skills including the ability to prioritise and control own workload
- High standard of verbal and written communication skills
- A great attention to detail
- Flexible and adaptable
- Forward thinking
- Understanding of accounts and data reporting
- Analytical, logical thinker with an enquiring mind to ask the right questions
- Customer focused
- Strong relationship building capability with internal and external customers/suppliers
- Excellent interpersonal skills
- Ability to relate to a varied customer base
- Confident
- Helpful, friendly and welcoming
- Database skills

Desirable:

- Business administration qualifications
- Experience working in the Mental Health, or similar, sector
- Full drivers licence
- Ability to learn, analyse and implement new technologies quickly

Date: April 2025

Signed by:

Date:

Employee:		
Employer:		