



**Infrastructure Cook Islands  
GOVERNMENT OF THE COOK ISLANDS**

PO Box 102 Rarotonga, Cook Islands; Phone: (682) 20321, Email: www.ici.gov.ck

**POSITION SUMMARY**

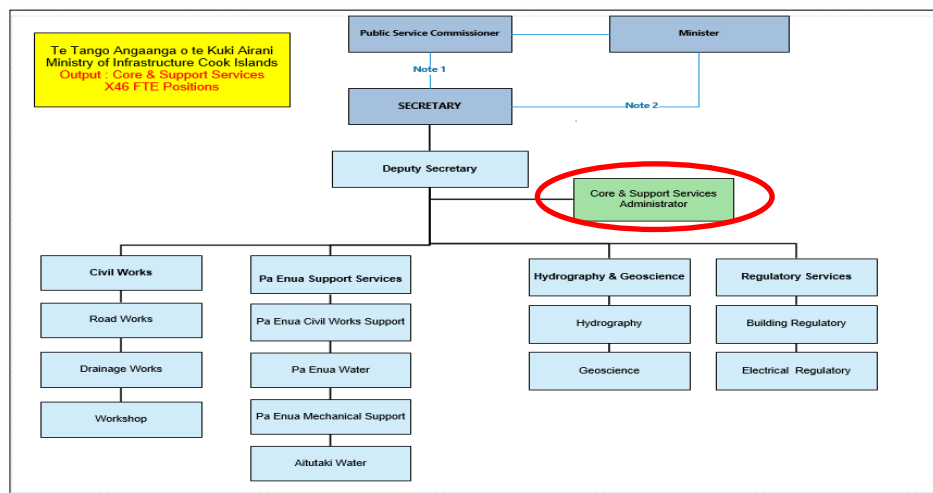
<b>Job Title:</b>	Core & Support Services Administrator
<b>Division:</b>	Core & Support Services
<b>Responsible To:</b>	Deputy Secretary
<b>Responsible For:</b>	Nil
<b>Job Purpose:</b>	<p>This role provides comprehensive administrative support to the following units within the Core &amp; Support Services Division:</p> <ol style="list-style-type: none"> <li>1. Civil Works</li> <li>2. Pa Enua Support Services (including Aitutaki Water Services)</li> <li>3. Hydrography &amp; Geoscience</li> <li>4. Regulatory Services</li> </ol> <p>The position is responsible for delivering efficient administrative, human resource, and financial management support to the division. This includes the timely collection, collation, reconciliation, distribution, and processing of information to ensure compliance with government legislation and policies, while maintaining transparency, accuracy, and accountability in all operations, as well as coordination with suppliers and the ICI finance team.</p>
<b>Job Classification:</b>	Service Delivery
<b>Job Band:</b>	
<b>Date updated:</b>	

**AGENCY VISION**

The Ministry strives to enrich our communities through quality infrastructure development. To achieve this ICI's goals are to:

- Ensure that we deliver on our core public services.
- Deliver well planned, quality infrastructure.
- Effectively management waste.
- Deliver optimal outcomes for the Cook Islands through our people, network, systems and services

**ORGANISATIONAL STAFFING STRUCTURE**



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

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
<p><b>KRA 1: Procurement Support</b></p> <ul style="list-style-type: none"> <li>• Collaborating with Core &amp; Support division including the Regulatory, Civil Works, Pa Enea Special projects and Geospatial and Hydrography team members, to source material and services, prepare relevant procurement documentation, including request for quotation, works orders and invoices.</li> <li>• Prepare Justification of Requests (JORs) necessary to effect and complete services and material procurement activities.</li> <li>• Procure and process Health &amp; Safety equipment for all existing and new staff ensuring procurement and finance policies are followed.</li> <li>• Procure and process workstation equipment for new employees for the division as notified by the HR administrator.</li> <li>• Prepare and maintain records of all project information implemented by the Core &amp; Support division as per the usual expectations of the annual work program.</li> <li>• Monitor, update and maintain all current information records and transactions.</li> </ul>	<ul style="list-style-type: none"> <li>• Comply with ICI operation policies and the MFEM financial, policy and procedures manual.</li> <li>• All transactions are properly documented.</li> <li>• Records are maintained and current.</li> <li>• Information is available and current.</li> </ul>
<p><b>KRA 2: Division Administration</b></p> <ul style="list-style-type: none"> <li>• Provide clerical and office support to the Core &amp; Support division.</li> <li>• Manage budget and oversee financial operations for the Division.</li> <li>• Monitor, distribute and record all division incoming correspondence.</li> <li>• Develop, manage and maintain filing system.</li> <li>• Monitor and inform contractors, project management and material suppliers on any compliance issues.</li> <li>• Maintain open communication and coordination functions between ICI staff, including management.</li> <li>• Ensure work area is clean, tidy, secure, well-maintained</li> <li>• Assist in the planning and managing of project related events.</li> <li>• Prepare information and materials needed for daily activities/tasks.</li> <li>• Follow up and report on day-to-day project activities as required.</li> <li>• Assist in the preparation and compilation of information as required, including the investigation of road boundaries and register of land titles.</li> <li>• Assist in the organisation of meetings and events for the division and different units within the division.</li> <li>• Coordinate Road Excavation Permit processes.</li> <li>• Coordinate and account for activities that may classified as trading revenue.</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Clerical support is provided.</li> <li>• Incoming correspondence is recorded and distributed to appropriate staff for action.</li> <li>• Registry database established and maintained.</li> <li>• Filing system is established and reviewed.</li> <li>• Compliance issues are dealt with in a timely manner.</li> <li>• Communication is open.</li> <li>• Project events and information is managed effectively.</li> <li>• Division operates effectively and expectations of stakeholders are met.</li> <li>• Required information is prepared, used and stored appropriately.</li> </ul>

<p><b>KRA 3: Information and Data</b></p> <ul style="list-style-type: none"> <li>• Develop and update programme information, asset status and technical information in collaboration with the civil works division team.</li> <li>• Develop and maintain a data base on Civil Works information, assets and inventory to inform project development activities.</li> <li>• Carries out data entry and maintain current records.</li> </ul>	<ul style="list-style-type: none"> <li>• Programme and technical information and assets status is developed and updated.</li> <li>• Database is developed.</li> <li>• Data entry is accurate and records are current.</li> </ul>
<p><b>KRA 4: Human Resource Support</b></p> <ul style="list-style-type: none"> <li>• Advise Core &amp; Support division staff on matters regarding policies and procedures.</li> <li>• Ensure staff time books are updated on a daily basis and staff movement notices are sent to HR and reception.</li> <li>• Ensure staff leave is approved and entered in the Employee Self Service (ESS) government system.</li> <li>• Prepare division overtime timesheets and ensure signed by Manager and uploaded to excel spreadsheet.</li> <li>• Provide overtime reports for Civil Works division for Danger allowance when sealing roads.</li> </ul>	<ul style="list-style-type: none"> <li>• Advice is given for Leave, compliance and payroll processes.</li> <li>• Overtime data is accurate and entered in a timely manner.</li> <li>• Timesheet books are updated and signed by staff.</li> <li>• Leave applications are entered in to ESS.</li> </ul>
<p><b>KRA 5: Assistance to the Deputy Secretary</b></p> <ul style="list-style-type: none"> <li>• Provide timely assistance to the Deputy Secretary.</li> <li>• Manage the calendar and appointment schedules of the Deputy secretary.</li> <li>• Coordinate meetings and record meeting minutes with units within the division, other agencies and stakeholders where needed.</li> <li>• Provide oversight of day-to-day operations within the division and communicate with Deputy Secretary.</li> </ul>	<ul style="list-style-type: none"> <li>• Support is rendered.</li> <li>• Calendar and appointment schedules are advised in advance and completed.</li> <li>• Meetings are coordinated well and minutes approved by Deputy Secretary and filed.</li> </ul>
<p><b>KRA 6: Self-Management and Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>• Demonstrate self-management and continuous improvement in work performance and personal development.</li> <li>• Identify and manage critical issues and risks and ensure they are effectively addressed.</li> </ul>	<ul style="list-style-type: none"> <li>• Personal development and continuous improvement are evident.</li> <li>• Critical issues and risks are identified and managed.</li> </ul>

## WORK COMPLEXITY

<b>Indicate most challenging problem-solving duties typically undertaken (3-4 examples):</b>	
1	Limited technical and financial capacity and resources allocated to the division and lack of internal support to allow jobholder to complete work.
2	Coordination of and gaining support from other government agencies and being able to follow up with contractors and suppliers.
3	Capacity to manage the working relationship between ICI and all stakeholders.
4	Preparing reports to meet the information needs of the Ministry and its stakeholders.

## AUTHORITY

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

<b>Financial</b>	No
<b>Staff</b>	No
<b>Contractual</b>	No

## 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
Deputy Secretary	<b>Heavy</b> Operations and Service delivery status	General Public Service Utilities	<b>Promoting</b> Information relating to work to be done by division. Gaining cooperation, resolving minor conflict, safety.
Senior Manager Civil Works Division and Civil Works staff	<b>Heavy</b> Operations and Service delivery status	General Public Service Utilities	<b>Promoting</b> Working with Government Ministries to assist with project developments.
Senior Manager – Pa Enea & Regulatory team	<b>Heavy</b> Operations and Service delivery status	General Public Service Utilities	<b>Promoting</b> Working with Government Ministries, Island Government and communities to assist with project developments.
Other Directors ICI and other ICI staff	<b>Medium</b> Operations Meetings and consultation note	Government Ministries and State-Owned Enterprises (SOE) Suppliers	<b>Promoting</b> Working with suppliers both locally and overseas to source materials and quotes.

## 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.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
National Diploma Level 6 in Administration or related Field	Diploma level qualification in Administration, Management and related field

## 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.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
4-5 years' experience within Public Sector	Over 5 years' experience in project coordination and sound knowledge of govt procurement processes, systems and structures

## 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)

Level of ability required for the job	
<b>Expert</b>	<ul style="list-style-type: none"> <li>▪ Strong verbal and written communication and documentation skills required, with a demonstrated attention to detail</li> <li>▪ Analytical thinking with sound judgement and decision-making skills</li> <li>▪ Strong interpersonal and conflict resolution skills</li> <li>▪ Must be able to work effectively in a team environment</li> <li>▪ Must be proficient with Microsoft Office Suite, including Project, Word, Excel, PowerPoint, and Outlook</li> </ul>
<b>Advanced</b>	<ul style="list-style-type: none"> <li>▪ Ability to work wide range of stakeholders including contractors, suppliers and general public</li> <li>▪ Problem solving skills with the ability to influence others</li> <li>▪ Familiar with Government Procurement process</li> <li>▪ Stakeholder and community group meeting participation and management</li> </ul>
<b>Working</b>	<ul style="list-style-type: none"> <li>▪ Proficient written and oral communication skills in English and Cook Islands Maori</li> <li>▪ Workplace and work environment safety</li> <li>▪ Plans and strategies to achieve targets and adapts to changing circumstances</li> <li>▪ Able to think laterally and exercise sound judgement</li> </ul>
<b>Awareness</b>	<ul style="list-style-type: none"> <li>▪ MFEM, AUDIT, ICI, CIIC policies and legislation</li> <li>▪ Understands the Public Sector planning, budgeting and performance management framework</li> <li>▪ Understands the unique Cook Islands context</li> <li>▪ Awareness of health and safety factors, office procedures and protocols</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