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 Administrator – Reception and Client Services**

Location: **Canterbury**

Reports to: **Team Leader Business Support**

Main Purpose of Position:

The Business Support Administrator – Reception & Client Services provides a professional and welcoming front-of-house experience while also delivering broader administrative support across the organisation.

Working within a shared services model, this role contributes to the smooth operation of Business Support functions, including n areas of general administration. While acting as the first point of contact for clients, whānau, and visitors, the role also supports teams with accurate, timely, and high-quality administration and plays a key role in maintaining internal communications and presentation standards.

This role offers the opportunity to develop capability across multiple areas of business support and contribute to a collaborative, responsive, and client-focused environment.

Functional Relationships:

Internal	External
Executive Leadership	Comcare's 3rd Party Suppliers
Senior Leadership	Comcare's 3rd Party Contractors
Team Leaders	NGO providers and related organisations
Triage Practitioner	Primary and Secondary Care Health Services
Clinical Lead	Government Agencies e.g., Te Whatu Ora, MHUD, MSD
HR & Safety Advisor	Comcare Clients
Project Coordinator	
Comcare Employees	

Authorities: As per Delegations policy

Functions	Key Responsibilities
Front of House & Client Experience	• Act as the first point of contact for clients, whānau, visitors, suppliers, contractors, employees and stakeholders. • Provide a welcoming, respectful, and professional environment. • Manage visitor sign-in and reception processes. • Answer and manage incoming calls and reception enquiries. • Maintain confidentiality and sensitivity in all interactions.
Reception Office Coordination	• Ordering office supplies and equipment and maintaining stock levels for stationery and consumables. • Monitor reception and enquiries inboxes and respond to emails and requests as appropriate. • Handling incoming and outgoing mail and courier deliveries. • Liaise where requested with suppliers and contractors for maintenance and supplies and provide facility and commercial support. • Coordinate with external contractors to safeguard key storage and access as per Housing protocols. • Issue and maintain logs and access to Security Fobs to staff, visitors and contractors as required. • Maintain and update the organisation's event calendars to ensure accurate scheduling and communication. • Support meeting, workshop and training events providing logistical support including room bookings and catering arrangements.
Service Support & Cross-Team Administration	• Provide administrative support across a range of business functions. • Prepare, format, and maintain documents, correspondence, and reports. • Support meetings, workshops, and organisational initiatives. • Maintain templates, registers, and administrative systems. • Assist with data entry, reporting, and record management • Assist with recruitment administration (scheduling, communications). • Provide administrative support to service areas such as Community Housing, vehicles and/or Triage. • Assist with service-related and client administration tasks under guidance. • Provide cross-cover across Business Support functions during leave or peak periods. • Develop capability across multiple administration areas within the shared services model.

Marketing, Communications & Digital Support	• Design and prepare internal and external communications as required • Create and maintain branded materials for organisational use. • Update website content where required, ensuring it is accurate and well presented. • Format presentations, and publications to a professional standard. • Support consistent branding and communication across the organisation.
Front Office – HR & Health & Safety Support	• Support front office health & safety protocols and emergency procedures. • Monitor visitor access and maintain security registers. • Report hazards or incidents in line with organisational procedures. • Respond and react appropriately to client distress or incidents, escalating as needed. • Maintain and restock office emergency supplies. • Maintain awareness of emergency/duress procedures and contribute to a safe environment. • Support onboarding and induction processes. • Maintain accurate records and assist with HR systems as required. • Assist with training coordination and record keeping. • Maintain and file security, safety, and compliance-related documentation (e.g. monitoring reports, registers, and records) ensuring accuracy and accessibility.
Procurement & Reception Facilities Management	• Provide administrative support and coordination for procurement activities, including arranging the purchase of goods and services required by the organisation. • Raise and process purchase orders (POs), invoices, and related documentation in line with organisational processes. • Assist with supplier set-up, including onboarding new suppliers and maintaining accurate supplier records. • Liaise with suppliers and vendors to obtain quotes, confirm orders, and follow up on deliveries or issues. • Support procurement processes as required by coordinating quotes, tracking requests, and maintaining audit-ready documentation. • Provide general facilities and operational support, including coordinating maintenance requests and supplier engagement where required.
Vehicle Administration Reception	• Provide administrative support for fleet management activities, including assisting with vehicle access, usage, and inspection documentation. • Issue and track keys and fuel cards for pool vehicles and TUVs, ensuring accurate records are maintained. • Support coordination with external providers (e.g. GPS

	technicians) for installations, swaps, and maintenance as required. • Assist with maintaining fleet records and documentation to ensure compliance and accuracy. • Provide support to the Business Support Administrator – Vehicles, including data entry, record updates, and basic reporting tasks as required
General Administration	• Provide general administrative assistance to teams and managers. • Prepare and format documents, and correspondence as required. • Support meetings by taking minutes as required. • Provide efficient and reliable administrative support across the organisation, ensuring smooth day-to-day operations and excellent internal service delivery.
Continuous Improvement & Team Collaboration	• Identify opportunities to improve admin processes and efficiency • Participate in team meetings and contribute to improvements • Build strong working relationships across the organisation • Use technology integration to support and enhance administration processes and systems, working in collaboration with IT. • Have clear protocols for resolving cross-team issues. • Collaborative problem-solving before escalation to leadership. • Proactive engagement with internal customers to understand needs. • Collaborative planning and feedback loops to improve Business Administration quality. • Maintain shared documentation and knowledge bases. • Encourage learning and development across the team members.
Honouring te Tiriti o Waitangi	• Supports Comcare's commitment to honouring Te Tiriti o Waitangi by contributing to inclusive, culturally responsive administrative practices. • Work in partnership with clients and whānau to provide culturally responsive and appropriate support to improve outcomes and reduce inequities.
Development	• 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	• Proactively support and follow our Health and Safety programmes, Polices 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.
Anei ā mātou whanonga pono / Our Values	 **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.'
	 **We Statement** "We take a person-centred approach and nurture a sense of belonging through shared experiences and strengthening ties between whānau and communities.'
	 **We Statement** "We ensure that our mahi reflects a mana enhancing approach to strengthen hope for tāngata whaiora, with aroha, respect, integrity and trust.'
	 **We Statement** 'We support the mana of each other through respect, collaboration and communication.'

	 **We Statement** 'We protect and preserve taonga for whānau and generations to follow.'

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.

Person Specification

Qualifications/Background:

- NCEA Level 2

Experience / Knowledge / Skills:

- 2+ years administration and/or customer service experience
- Strong organisational and time management skills
- Excellent communication and interpersonal skills with a calm and empathetic approach
- High attention to detail and accuracy
- Confidence using Microsoft Office and business systems and knowledge of financial administration to produce purchase orders
- A professional, friendly, and proactive approach
- Ability to manage multiple tasks and remain composed under pressure
- Ability to manage competing priorities in a busy environment
- Upholds organisational values and contributes to a positive workplace culture
- Understanding of confidentiality and professional boundaries in a health setting
- Friendly, respectful and culturally responsive
- Committed to supporting the wellbeing and dignity of all clients
- Strong relationship building capability with internal and external customers/suppliers
- Committed to supporting equitable access to mental health services
- Able to work collaboratively in a multidisciplinary team environment with a commitment to teamwork and service excellence
- Adaptability and willingness to learn

Desirable:

- Certificate in Business Administration or relevant qualification in customer service is desirable.
- Exposure to HR, housing, or community services
- Confidence using tools such as Canva, Illustrator, or similar to create simple visual materials (posters, newsletters, flyers)
- Experience working in the social services sector in a shared services or administration

team • Understanding of issues with Mental Health and Addiction such as stigma and discrimination • Training in privacy and confidentiality is an advantage • Understanding of Te Tiriti o Waitangi principles • Full Driver's License

Date: July 2026

	Signed by:	*Date:*
Employee:		
Employer:		