

JOB DESCRIPTION

POSITION	Reception / Administration Assistant
BUSINESS UNIT	Office of the Chief Executive
RESPONSIBLE TO	Executive Assistant to Chief Executive
LAST UPDATED	September 2025

Our Vision

We are a trusted and reliable ambulance service providing excellence in emergency response and connected services that move our communities to better health.

Our Purpose

Wellington Free Ambulance exists to deliver an ambulance service that excels in emergency response and clinical communications underpinned by proactive partnerships to deliver equitable health and wellbeing outcomes for our community.

Our Values



JOB PURPOSE

The role provides professional reception and administrative support to WFA Head Office, EA's and the Property Services Team, ensuring the smooth operation of daily office activities. Key responsibilities include managing the front desk, handling enquiries, coordinating facilities requests, maintaining systems and supporting staff and visitors to ensure an organised, efficient, and welcoming workplace.

CONTEXT THAT THIS ROLE OPERATES WITHIN

Organisational perspective

Wellington Free Ambulance (WFA) is the only emergency ambulance service for Greater Wellington and Wairarapa, a population of around 500,000 people.

As well as over 53,000 emergency ambulance responses annually, WFA operates a clinical communications centre, answering over 235,000 calls a year, provides over 40,000 patient transfers for people to attend scheduled medical appointments, and provides medical event services to thousands of people at over 500 events across the region.

For almost 100 years WFA has proudly honoured the founding principle of our organisation to provide a free and accessible emergency health service to our community.

As an essential health service, WFA receives around 82% of our funding from Government and ACC contracts. The community contributes over \$7 million each year through fundraising to ensure WFA services can remain free of charge.

Business Unit Perspective

The Reception / Administration Assistant reports to the Executive Assistant to the CE who is responsible for providing high quality effective and efficient secretarial and administrative support to enable the Chief Executive to fulfil their responsibilities to the public and the organisation ensuring an excellent standard of service is provided to stakeholders.

The Reception / Administration Assistant provides key administrative support and assistance to Office of the Chief Executive and will also work with other administrative staff (including Executive Assistants) to ensure effective coordination and delivery of administrative support services across the organisation. This may include providing cover or carrying out additional duties for other senior managers or business areas as directed.

KEY ACCOUNTABILITIES

KEY RESULT AREA	ACCOUNTABILITIES
Administration Support Provides effective and efficient administrative support to head office teams	<ul style="list-style-type: none"> • Manage the organisation-wide information request inbox – log, track, and administer requests efficiently, ensuring timely responses and accurate records. • Receive, securely store and accurately log controlled or restricted drugs in line with organisational procedures, maintaining compliance and safety standards. • Receive, organise, and distribute uniforms for Head Office and Communications Centre staff, ensuring staff are equipped and operational. • Coordinate bookings for meetings, vehicles, and other resources to support smooth office operations. • Oversee the stationery cupboard, ensuring supplies are organised, maintained, and replenished as required, including paper and kitchen consumables. • Reconcile traffic infringements and process payments accurately and promptly.
Administration Support – Access & Identity Management Provides staff identification cards in a timely manner	<ul style="list-style-type: none"> • Support the Facilities Coordinator by overseeing the creation and distribution of ID cards for all WFA staff and volunteers, ensuring accuracy, security, and timely delivery. • Maintain and regularly update the <i>Our People</i> page on the WFA intranet, providing the Facilities team with up-to-date staff information for operational planning. • Assist the Facilities Coordinator in managing the allocation, tracking, and database administration of security keys, hospital access cards, and swipe systems, ensuring accurate records.

KEY RESULT AREA	ACCOUNTABILITIES
	<ul style="list-style-type: none"> Support secure offboarding by recovering keys and access cards from departing staff and volunteers and promptly updating records, maintaining site security and compliance.
General Administration Provides back up with additional administration tasks	<ul style="list-style-type: none"> Manage reception services, including phones, office support emails, and maintaining a tidy and professional front-of-house environment. Meet and greet visitors, ensuring a welcoming and professional experience. Arrange inwards and outwards couriers, and receive, log, and distribute packages and mail efficiently. Take and process stationery orders, ensuring timely distribution across teams. Provide administrative backup to the Executive Assistants, including word processing, documentation generation, and scheduling support. Assist with the organisation and catering of large meetings and occasions, in collaboration with the Executive Assistants. Support other WFA teams with general administrative tasks as required, contributing to smooth office operations.
Other Duties Carries out other tasks / duties as requested	<ul style="list-style-type: none"> Carries out any other reasonable duties as requested to support the needs of the team and organisation.
Living WFA's values WFA is a values-based organisation, and employees should be committed to upholding our values. Our values represent who we are, where we're going and who we're taking with us.	<ul style="list-style-type: none"> Be authentic, original, true Mā pango mā whero ka oti te mahi Act with kindness Aroha atu, aroha mai Lead by example Mahia te mahi, hei painga mo te iwi Keep getting better together Whaia e koe te iti kahurangi
Health and Safety Complies with responsibilities under the Health & Safety at Work Act 2015. In the performance of assigned duties, maintains and actively participates in supporting a safe and healthy workplace.	All employees are responsible for: <ul style="list-style-type: none"> Working in a safe manner to prevent risk of harm to themselves, others, or the environment. Complying and cooperating with any reasonable instruction, WFA health and safety policies and procedures and legislative requirements. Reporting hazards, risks and incidents (accidents, harm, and near misses), and ensuring reporting and recording is in accordance with WFA policies and procedures. Participating in incident investigations and taking an active role in rehabilitation following an injury or illness. Alerting managers and health and safety representatives to any observed unsafe behaviours or situations. Actively participating in health and safety training and alerting manager(s) where additional training or support may be required.

RELATIONSHIPS AND DELEGATIONS

REPORTING STRUCTURE	Manager:	Executive Assistant to CE
	Peers:	<ul style="list-style-type: none"> Facilities Coordinator Executive Assistants
	Direct Reports:	Nil
KEY RELATIONSHIPS	Internal:	<ul style="list-style-type: none"> WFA staff & volunteers ELT & SLT Fundraising & Communications
	External:	<ul style="list-style-type: none"> Visitors to WFA Couriers
DELEGATIONS & AUTHORITIES	Delegation Level:	Nil

CAPABILITY PROFILE

Competencies

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

CORE COMPETENCY	KEY BEHAVIOURS
Customer Focus	<ul style="list-style-type: none"> Is dedicated to meeting the expectations and requirements of internal and external customers Gets first hand customer information and uses it for improvements in products and services Acts with customers in mind Establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	<ul style="list-style-type: none"> Is widely trusted Is seen as a direct, truthful individual Can present the unvarnished truth in an appropriate and helpful manner Keeps confidences / adheres to the Privacy Act Admits mistakes Doesn't misrepresent him/herself for personal gain
Interpersonal Savvy	<ul style="list-style-type: none"> Relates comfortably with people across levels, functions, culture and geography Acts with diplomacy and tact Builds rapport in an open, friendly and accepting way Builds constructive relationships with people both similar and different to self Picks up on interpersonal and group dynamics
Action Oriented	<ul style="list-style-type: none"> Enjoys working hard Is action oriented and full of energy for the things he/she sees as challenging Not fearful of acting with a minimum of planning Seizes more opportunities than others
Time Management	<ul style="list-style-type: none"> Uses his/her time effectively and efficiently Concentrates his/her efforts on the more important priorities Gets more done in less time than others Can attend to a broader range of activities
Collaboration	<ul style="list-style-type: none"> Works cooperatively with others across the organisation to achieve shared objectives

CORE COMPETENCY	KEY BEHAVIOURS
	<ul style="list-style-type: none"> Represents own interest while being fair to others and their areas Teams up with others to get work done Gains trust and support of others Extracts lessons learned from failures and mistakes
Te Tiriti o Waitangi and Cultural Expertise	<ul style="list-style-type: none"> Demonstrates understanding of the principles of te Tiriti o Waitangi and their contemporary application to WFA's work Applies tikanga in relevant work situations
Cultural Competencies	<ul style="list-style-type: none"> Wellington Free Ambulance is committed to its responsibility to Māori and its responsibility to Pasifika. There is an expectation of continued learning and development of all staff in this area.

OTHER ASPECTS OF CAPABILITY NOT COVERED BY THE ABOVE COMPETENCIES

Knowledge and Experience

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Strong organisational and time management skills, with the ability to manage multiple priorities and meet tight deadlines. Demonstrated experience in handling enquiries, managing office systems, and providing professional customer service to internal and external stakeholders. Proactive and self-motivated, with the ability to work independently and show initiative. Excellent written and oral communication skills, including the ability to prepare clear correspondence, documents, and reports. Proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint) with the ability to quickly learn and use office databases and systems. High attention to detail and accuracy, with pride in delivering quality work. Approachable, professional, and collaborative, with strong interpersonal skills and the ability to contribute positively to a team. Experience with reception/front-of-house duties, including managing phones, visitors, couriers and mail. 	<ul style="list-style-type: none"> Experience providing administrative support to senior managers or executive assistants. Familiarity with managing records, filing systems, and information requests in a corporate or not-for-profit setting. Previous responsibility for coordinating office supplies, uniform distribution, or basic procurement tasks. Knowledge of facilities or property administration processes, such as key/access management or contractor coordination. Strong team player, with a flexible and collaborative working style. Experience generating documentation and correspondence to a high professional standard. Accurate word processing skills with attention to detail. A full, clean NZ driver's licence.

Hours of work

The normal working week will be Monday to Friday; however the nature of the duties may require work outside the normal hours from time to time.

Changes to Job Description

From time to time as an organisation evolves job descriptions may need to be reviewed and may need to be changed. Such changes may be initiated as necessary by the manager of this position in consultation with the employee. This job description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Employees may be measured against core competencies as part of their performance development.