

POSITION TITLE: Funding Agreements and Reporting Administrator

Starting salary:	\$65,000
Team:	Funding Services
Reports to:	Manager, Funding & Assessment Services
Status	Full-time, Fixed term to 30 June 2023
Location:	Auckland (possibly Wellington)

ABOUT CREATIVE NEW ZEALAND

Creative New Zealand is the national arts development agency of Aotearoa. Our strategic direction is focused on delivering long-term value to New Zealanders through our support for the arts.

We’re undergoing an organisational development programme (Te Kaupapa o Toi Aotearoa) to ensure we have the organisational culture, competencies and practices that will enable us to meet our aspirations under Te Tiriti o Waitangi and ensure we deliver public value for all New Zealanders. Te Kaupapa o Toi Aotearoa helps guide how and why we do this, considering the people and communities we serve, our vision, purpose, values, Te Waka Toi Pātaka (our Mātauranga Māori Framework) and the social context of our work within Aotearoa. We are exploring how the following principles can underpin how we work:

1. Te Whakamana i Te Tiriti (We honour the Treaty)
2. Te Tuku i Te Mana (We hand over mana to those we serve)
3. Mana aki i te tāngata (We raise the mana of our people)

WHAT WE DO

Our work is structured around investment categories which represent the major programmes we run and our deliverable areas of investing in the arts, developing the arts, advocating for the arts and leadership in the arts.

In carrying out our work we recognise in the arts the role of Māori as tangata whenua, the arts of the Pacific peoples of New Zealand and the cultural diversity of the people of New Zealand.

TEAM PURPOSE

The **Arts Development Services** group leads the management and implementation of all funding and investment programmes, and the development of programmes and other initiatives to build the capability and success of arts organisations and artists across New Zealand and internationally.

The **Funding Services** team is responsible for providing exceptional customer service to artists, groups and organisations, and delivering efficient and consistent grants management processes from pre-application advice to grant acquittal across CNZ's contestable funding programmes with the exception of the Investments programme and some specific initiatives.

JOB PURPOSE

The purpose of this role is to provide professional and accurate administration of the Funding Services grants processes, with particular responsibility for reporting and grant payments. It also provides comprehensive and professional administration support and services as required to the Funding Services team and the Manager. The role also holds responsibility for the administration of the Auckland office.

KEY ACCOUNTABILITIES

Grant Contracting and Funding Agreement processing

- Maintain an overview of the variety of funding agreements issued through the Funding, International and Capability Services teams.
- Ensure funding agreement templates are up to date, accurate and consistent across funding programmes.
- Ensure funding agreements are populated, checked and issued in a timely and accurate manner, including liaison with the relevant Adviser or Arts Practice Director in setting special conditions.
- Receive signed funding agreements, checking for compliance, loading agreements into the grant management system (GMS) and setting reporting and payment due dates.
- Follow up with grant recipients if any special conditions have not been met or further information is required before funding agreements can be approved.
- Add grant recipient payment and GST details to the GMS.
- Generate schedules of payments and uploading individual payments to weekly pay batches, ensuring accuracy of information.
- Liaise with the Finance team and Manager to ensure timely payment batch approvals and subsequent transfer of funds to grant recipients.
- Monitor grants not uplifted and regularly following up.
- Ensure best-practice recordkeeping to meet CNZ audit standards.

Grant Reporting and Acquittal Processing

- Review submitted project completion reports and checking for compliance and completeness prior to distribution to relevant internal staff for evaluation.
- Follow up with grant recipients if reports are incomplete or further information is required to evaluate the report.
- Send reminders to grant recipients with upcoming project completion or interim reports due.
- Process project or report extension requests from grant recipients.
- Monitor and send reminders to grant recipients with overdue reports.
- Monitor and ensure that reports are evaluated and acquitted by relevant staff in a timely manner.

- Regularly brief the Manager on overdue reports and their status, and administer default processes as required.
- Monitor the reporting inbox, answering queries and processing requests.

Auckland Office administration

Support other administrators in the Auckland Office in providing a range of administrative services to ensure the 'smooth running' of the office, including:

- Ensuring the kitchen is stocked, clean and tidy at the beginning and end of each day.
- Monitoring office equipment (photocopiers/printers) and logging service calls if required.
- Receiving and dispatching mail and couriers.
- Providing support to guests and visiting CNZ staff from other teams and offices.
- Ordering stationery and office supplies for CNZ Auckland office and monitoring stock levels.
- Assisting other Administration staff as required.

Administration support to Funding Programmes grants processes

Support the Funding Services Administrator to:

- Manage the funding calendar and coordination of each funding round.
- Coordinate Programme Fact Sheet details from all CNZ teams.
- Create funding rounds in the portal of the GMS.
- Manage the communication processes with applicants including the sending of notification emails to pre-closing date applicants, ineligible applicants, successful and unsuccessful applicants.
- Assist with the review or monitoring of initiatives as requested.

Administration support for the Funding Services team

Together with the Funding Services Administrator:

- Act as first point of contact for Funding Services to the public, answering telephone and email queries and assigning them to the team.
- Monitor the funding inbox, assigning tasks to team and answering queries where possible.
- Provide project management and administrative assistance to members of the team.
- Organise travel and accommodation for team members.
- Maintain up to date contact information for all clients.
- Co-ordinate team meetings/project plans/key documentation.

Relationship management

- Develop strong relationships across the organisation, including maintaining strong links with the other geographically dispersed Funding Services team members.
- Identify and coordinate administrative efficiencies across teams.
- Follow up customer queries and/or complaints quickly and thoroughly and keep customers informed throughout.

Team Contribution

- Continually identify improvements to team services and processes.
- Contribute to the development of a strong team spirit and high performing Arts Development group.
- Participate positively and actively in team activities, meetings, planning activities and general group or team development.
- Encourage and demonstrate the active sharing of knowledge both within the group, and across Creative New Zealand.

Māori Responsiveness

- Contribute to the development of CNZ's responsiveness to Māori.
- Actively ensure implementation of Māori responsiveness into programmes and work undertaken as appropriate.
- Develop understanding and skills to work effectively with Māori.

Pasifika Responsiveness

- Contribute to the development of CNZ's responsiveness to Pasifika.
- Actively ensure implementation of Pasifika responsiveness into programmes and work undertaken as appropriate.
- Develop understanding and skills to work effectively with Pasifika.

WHO YOU ARE

- An experienced administrator who is comfortable with competing demands and multiple priorities and has proven ability to prioritise, complete work accurately and work collaboratively within a team
- A person with proven proficiency in using a grants management system or other complex data management system.
- Someone with proven experience in a busy administration role with accountability for a wide variety of administration tasks
- A self-starter with clear experience in managing processes through to completion with efficiency, consistency and attention to detail.
- An exceptional communicator, with the ability to build trust and rapport with clients and applicants by phone, zoom/teams and email.

WHAT YOU BRING

- Proven and genuine commitment to delivering outstanding customer service.
- Experience in managing processes through to completion with efficiency, consistency and attention to detail.
- Initiative and ability to identify the processes required to achieve set tasks, including adaptability to changes made to improve quality and timeliness of service.
- Demonstrated, proactive commitment to the continuous improvement of processes.
- A base knowledge and/or appreciation for Tikanga and Te Reo Māori.
- Ideally previous professional experience gained within arts and/or funding organisations.