



POSITION DESCRIPTION

Title: Office Administrator/Receptionist 0.75FTE

Hours of Work: 30 hours per week Monday to Friday
Reports to: Senior Administrator & Chief Operations Officer
Date: May 2024

ABOUT MĀTAI

Mātai which means ‘to investigate’, is a non-profit medical imaging research centre, leading world-class research and innovation to advance the understanding of the brain (roro), heart (manawa), and body (tinana). We draw inspiration from the Māori creation story of Uepoto, the God of Curiosity – who saw a glimmer of light, which stimulated his curiosity so that he ventured out of the darkness into the outer world and beheld light and its potential. As part of our Mātai whānau (family) we embrace curiosity, courage, creativity, and collaboration – encouraging all to seek new discoveries and unlock the potential to uplift the health and education outcomes for our people and communities worldwide.

VISION | KAUPAPA

Hanganga o nga ahuatanga whakamua o te Rangahau Rongoa me nga mahi hou
Shaping the future of medical research and innovation

MISSION | MĪHANA

Te Mata Mātai Hura

To unlock the mysteries of the brain and body for predictive and preventive medicine

STRATEGIC PRIORITIES | NGA POU

- *Tāngata* – People
- *Mātai Puna* – Research, Education, and Innovation
- *Orangatanga* – Health and Wellbeing

WHO WE ARE | KO WAI TATOU

- Cutting-edge medical research institute
- Innovators in medical imaging and clinical translation

WHAT WE DO | HE AHA TA TATOU MAHI

- Translate advanced medical imaging technology
- Work alongside the community with transdisciplinary approaches
- Bridge knowledge gaps and improve health pathways
- Conduct imaging and predictive modelling
- Advance health equity for Māori, Pacific, and rural communities
- Uplift health and well-being globally

WHAT WE CONTRIBUTE | HE AHA TA TATOU E TAKOHA

- Access to advanced medical imaging
- Novel health innovations, including predictive medicine
- Opportunities for rural, regional, and indigenous participation in research
- Equitable access to research, science, and innovation
- Enhanced community assets, talent, spirit, and capacity
- Education and employment opportunities

POSITION FOCUS

You will be part of our dynamic team at Mātai, where you'll play a crucial role in supporting our operations and being the welcoming face at our front reception. Collaborating closely with our senior administrator and the wider Mātai whānau, you'll ensure seamless day-to-day administrative tasks are conducted to the highest standards.

INDIVIDUAL DUTIES AND RESPONSIBILITIES

- Bring a dynamic, compassionate, and collaborative approach to your work every day, fostering a supportive environment within the Mātai whanau.
- Ensure a vibrant and creative research culture, dedicated to producing impactful research that aligns with the strategic and economic objectives of Mātai.

Administration/Reception

- Assist the Senior Administrator in managing both clinical and research administration tasks efficiently.
- Be the welcoming face of Mātai at the reception, ensuring all visitors receive a warm and professional greeting.
- Exemplify high standards of customer service in all interactions, whether in person, over the phone, or electronically.
- Proficiently organise information and ensure accurate data entry into information systems.
- Support the Mātai team in hosting visitors and guests, facilitating inductions, tours, and presentations.

General

- Collaborate with the Mātai operational team, providing valuable office support and assistance.
- Assist in organising educational opportunities and events for the Mātai team.
- Contribute to the development and maintenance of the Mātai standards and procedures, ensuring adherence to quality control measures.
- Ensure proper archiving of all research and clinical data according to Mātai standards and procedures.
- Adhere strictly to safety protocols within the MRI environment, maintaining a safe working environment at all times.
- Comply with general health and safety regulations and emergency procedures established by Mātai, promptly documenting any hazards in the risk/hazard register.
- Uphold patient confidentiality at all times.
- Be prepared to assist with any additional duties as required to support the smooth operation of Mātai.

PERSON SPECIFICATION

Essential skills, knowledge, abilities, and attributes:

- Awesome “can do” attitude and uses initiative
- Demonstrates exceptional teamwork skills
- Works well under pressure, can manage and delegate workload effectively
- Ability to lead by example and inspire confidence
- Passion for up-lifting health outcomes for our Tairāwhiti community.

Preferred:

- Experience using patient database systems
- Previous experience in customer service
- Knowledge of te reo Māori

QUALIFICATION/LICENSES

- CPR certification preferred

Employee Signature: _____ **Date:** _____

Employer Signature: _____ **Date:** _____