

Job Description

Operations Administrator

Location	Wellington
Reporting To	Operations Manager
Direct Reports	None
Budget	None
FTE	0.6, 3-day equivalent
Date	September 2019

Job Overview

The Operations Administrator will work closely with the Operations Manager to provide a range of support services and functions focused on achieving the essential activities to the operation of Knoware.

This includes liaising with our permanent staff, associate contractors, suppliers, partners and clients of the company to provide day to day operational support, and by being the “glue that binds Knoware’s operation together”, thereby ensuring the smooth running of the day to day administrative operations.

Key to your success in this position will be your ability to:

- Organise your day, multi-task and handle interruptions and priority changes
- Understand and help protect the integrity of Knoware’s operations in a timely and professional manner
- Relate to a wide range of people
- Quickly build and maintain good internal and external relationships
- Have a well organised, positive and flexible working style
- Use your excellent communication skills
- Learn new office operational routines around time keeping, invoicing and other reporting.

Responsibilities

- Support Knoware and office operations
- Provide quality “front of house” communications through phone and face to face greeting
- Help implement and operate a range of company systems and processes

- Assist the Operations Manager with the recruitment process
- Assist the Operations Manager with invoicing, accounts and payments processes using Xero
- Assist the Operations Manager with monthly accounts
- Provide administrative support for company ISO and accounting auditing
- Understand relevant Quality and Environmental policies and procedures
- Help with the contract process with staff, contractors and suppliers
- Help Knoware project managers accurately track and report planned versus actual billable hours for each project in a timely manner using Knoware templates and Workflow Max or similar tool
- Assist with project reporting to clients and Knoware executive team to ensure contractual and ISO standards
- Report any risks/issues within Knoware's operation and administration and escalate to the Managing Director with recommendations as appropriate
- Contribute as a team member towards the well-being and growth of Knoware and to promote and represent Knoware, its staff and stakeholders in a professional manner at all times
- Provide support to the Managing Director and other executives in a range of areas such as marketing, sales support, preparing conference papers, event organisation such as regular Knoware lunch-time meetings
- Taking a significant role in updating all Knoware's social media channels.

Experience and Attributes

The education, skills and experience ideally required for this position are:

- Good people skills
- Good administrative and organisational skills with some experience in Xero, Workflow Max and iPayroll preferred. Optional CRM system experience
- Excel skills to intermediate level
- Attention to detail
- The ability to work closely and effectively with both the management, staff and associates/contractors working for Knoware as required
- A passion for Knoware's vision and consistently achieving standards
- A relevant tertiary qualification in management or equivalent experience in a related industry and/or company
- Good written and verbal communications skills
- Good self-management – ability to manage time and meet deadlines
- An interest in the company web site
- Knowledge and experience of human resource principles, contractor management and recruitment procedures
- Knowledge and experience of Health and Safety principles would be advantageous
- A sense of humour at all times and an ability to smooth the way.

About Knoware

The Knowledge Warehouse Limited, trading as “Knoware”, is a consultancy company providing professional consultancy services in the specialised areas of analytics and information management. We primarily, but not exclusively, use SAS software toolsets.

We are based in Wellington, New Zealand.

Knoware operates key areas of consultancy specialisation called “practices”. These practices span Knoware’s core business and comprise the:

- SAS Practice
- Analytics Practice
- Information and Data Management Practice
- Education and Mentoring.

Each main practice may be headed by a team leader or Practice Lead and is comprised of a team of consultants made up of both permanent and a pool of associate Knoware resources.

Work Environment

Knoware provides a collegial and collaborative environment that promotes and nurtures achievement across all practices. We place an emphasis on continued development of our team and processes to ensure our staff have an effective and efficient environment to work in and the career development, training and tools they need to succeed.