



Te Pūtea Matua | Reserve Bank of New Zealand

Position title	Receptionist
Group	Operations
Reports to	Manager Property Assets
Reference Level	11

Te Pūtea Matua, the Reserve Bank of New Zealand (RBNZ), is New Zealand's central bank. Toitū Te Ohanga, Toitū Te Ōranga - We enable economic wellbeing and prosperity for all New Zealanders.

Our vision is Great Team, Best Central Bank, expressed as Matangirua Ki Matangireia – working as one towards our ultimate purpose. We operate with Tauria / Integrity, Wānanga / Innovation and Taura/ Inclusion.

Kaupapa rōpū | Group purpose

The Operations Group provides strategic support to RBNZ by ensuring effective governance, security, and operational excellence across key functions. This includes fostering a resilient culture, enabling secure technology and data management, optimising financial and procurement practices, and safeguarding assets and people. The Group drives RBNZ's ability to meet its mandate by ensuring organisational efficiency, adaptability, and compliance in a dynamic environment.

Kaupapa mahi | Role purpose

The Receptionist provides professional reception services for the Bank and building tenants and assists with business administration for Property Assets and Security. The full time Receptionists is supported at the start, during, and the end of the day by Security staff. As a member of the Bank's Executive support team the Receptionist provides cross directorate support and works collaboratively with colleagues across Te Pūtea Matua.

Ngā kawenga matua | Key responsibilities

- Operating with a one team mentality by collaborating with others to enable 'best for RBNZ' outcomes.
- Demonstrating our values and behaviours consistently to support our desired culture.
- Contributing as required to the delivery of Group and cross-functional strategies, activities, initiatives and programmes / projects.
- Supporting the integration of Te Tiriti, Te Ao Māori and diversity, equity and inclusion within our organisation.

- Taking proactive responsibility for your own health, safety, and wellbeing, and fostering a safe and healthy work environment by identifying, reporting, and managing risks and hazards.
- Developing and maintaining external relationships as required.
- Operating in line with RBNZ's policies and procedures.
- Providing professional reception services for the Bank and building tenants.
- Efficiently answering and operating the Bank's telephone system.
- Maintaining the reception calendar and appointments so that reception can manage both expected and unexpected visitors each day.
- Managing visitors and ensuring they are accurately recorded in the visitor management system and issued with a temporary visitor identification label.
- Maintaining the booking systems for the Bank flat, Bank vehicle and tenant bookings of shared meeting room facilities.
- Overseeing the Bank's mail system and alternate duty with the other receptionist.
- Providing coverage to the other receptionist during breaks and unexpected leave.
- Arranging temporary security access cards for visitors as required.
- Maintaining the "Assistance Required Register" for the Bank and tenants.
- Overseeing the receipt and processing of public surrender currency requests.
- Liaising with Bank staff, Security and Building tenants as required.
- Other reception and administrative duties as required.

Wheako whai take | Relevant experience

- Previous experience as a receptionist and telephonist.
- Proficient in Microsoft Office with excellent word processing skills.
- Excellent customer service skills.
- Excellent oral and written communication skills.
- Good organisational and time management skills.
- Ability to work under pressure.
- Flexible and adaptable with the ability to respond to the demands of varying situations.
- Initiative and a willingness to be proactive.
- High level of awareness and understanding of the security requirements of the Bank and reception area.

- Sound judgement and the ability to think holistically across a broad range of issues.
- Demonstrates knowledge and application of Te Tiriti o Waitangi.
- Must be eligible to obtain and maintain the appropriate level of NZ National Security Clearance as needed.

Ā mātou whanonga | RBNZ behaviours

As important as what we deliver is how we deliver. We hold people front and centre to our mahi, our way of working is guided by our values which shape our behaviours. Our Individual Performance Framework details these expectations.