

POSITION DESCRIPTION

Position: Business Support Officer

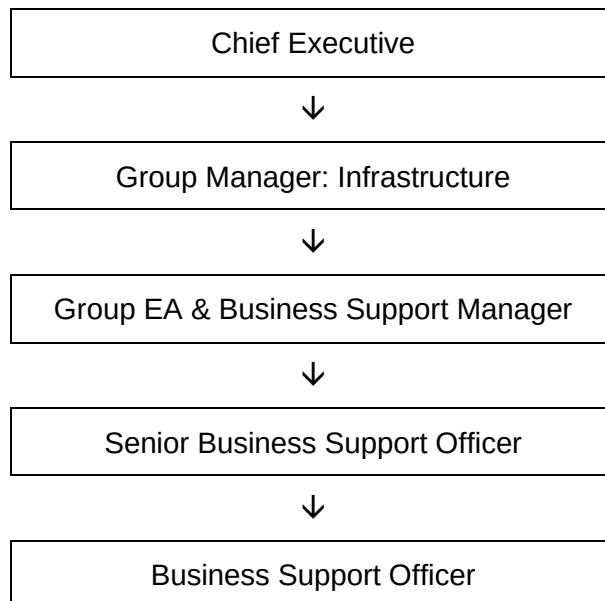
Team: Asset Management Business Support

Group: Infrastructure

Responsible To: Senior Business Support Officer

Responsible For: Nil

Organisational Context:



Tirohanga Whānui - Council's Vision for the Community

Heretaunga Whenua Houkura, Heretaunga Hapori Ora
Fertile Land, Prosperous People

Kaupapa Mātāmua - Our Organisational Mission

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki
Working for our people and our place, today and tomorrow

Ngā Uara – Our Values

Te Mahi Tahi - Working Together

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

Mana Tangata - Respecting Others

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

Te Whakaaweawe - Making a Difference

- We strive for excellence
- We are all accountable
- We serve our community with pride

Oranga Tangata - Supporting Wellbeing

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

Working effectively with Māori

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Māori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Context

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeings, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

Purpose of Position

This role is part of the Infrastructure Group. The Group includes 3 Waters, Transportation, Public Spaces & Building Assets and Professional Services

The purpose of this position is to deliver high quality administrative support services by:

- Project Administrative Support to Project Managers to ensure the smooth operation of Council processes.
- Provision and Maintenance of accurate records,
- Provision of administrative functions supporting the wider Infrastructure Business within Council
- Provide quality customer service by being responsive to project initiatives assigned by Project managers and supporting project teams to meet their objectives.
- Applying an Integrated approach through Asset Management Business Support and identifying opportunities for Improvement through the Quality Management System.

Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
 - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
 - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
 - Promptly and accurately report and record any workplace injuries and incidents.
- Civil Defence and Incident & Emergency activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has an Employee Handbook which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

Key work areas for which this position will have a responsibility are:

Administrative Support

- Co-operating and co-ordinating with the EA, Business Support Manager, Senior Business Support Officer and other Asset Management business support officers to even out workloads.
- Ensuring quality customer service to internal and external customers.
- Contributing ideas, strategies and methods for the efficient operation of our processes and systems to achieve improved performance.
- Supporting quality system processes.
- Maintaining CRMs for the team, ensuring appropriate delivery and timely response time is met.
- Maintaining an environment conducive to professional administration support.
- Co-ordinating the scheduling of regular meetings, arranging resources, completion of agendas, distribution of papers and minute taking for all Group staff members.
- Handling any service complaints in accordance with the agreed service levels
- Maintaining confidentiality of documents, statistics, reports and customer information
- Ensuring seamless delivery of business support services to the group particularly in times of absence of other team members
- Providing hospitable reception to visitors
- Prepare and provide documentation to internal teams and key stakeholders in preparation of all Projects, contract documentation, preparation of tenders and infocouncil reports.
- Scheduling project meetings in coordination with Project Manager
- Assisting in the preparation and delivery of public consultation activities
- Act as point of contact for all project participants
- Providing technical administrative support to assist in the delivery of the LTP Project Programme and associated functions.
- Creating invoices, processing claims, issuing refunds and tracking payments.
- Maintain up to date administrative procedures.
- Adhere to right first-time principle and delivering within agreed timeframes.

Important Functional Relationships

External

Contractors and suppliers
General Public
Ratepayers
Businesses/Consultants
Other Local Authorities
Government departments
Community grant applicants
Service Technicians
Justice Department
NZ Police
Banks
Solicitors
Community groups
Technology One Corp

Internal

Mayor
Councillors
Chief Executive
Group Managers
EA and Business Support
Team Manger
Senior Business Support
Officer
All other Council Staff

Committees/Groups

Active Transport
Works and Services
Tender Subcommittee
Temporary Road Closures
Rural Community Board
Council
External coordination Utilities
Group
Landfill Committee

Person Specification

Qualifications

- Word processing and Excel spreadsheet NZQA qualification or significant experience with Microsoft applications.
- Diploma in Office or Business Management Systems, or qualifications in business administration and computing.
- NCEA level 2 pass or equivalent level of learning through experience.
- Recognised customer service training.
- A current full driver's licence

Knowledge/Experience

- Experience in a high-quality customer service environment.
- Previous experience with providing personal assistance to a senior manager.
- Proficiency with computers, system administration and data entry.
- Experienced user of Microsoft office products.
- Previous experience in Proclaim or Ci is desirable, but not essential.
- Familiar with the requirements of the Local Government Official Information and Meetings Act 1987 and Standing Orders
- Experience in report writing would be an advantage.
- Knowledge of quality systems and how they work.
- Experienced in managing conflicting work priorities.

Key Personal Competencies

- Ability to handle multiple tasks, work under pressure and prioritise work to meet deadlines.
- Excellent time management and organisational skills.
- Proven ability to adapt and deal effectively with changing priorities and requirements.
- A logical and enthusiastic approach to systems and processes.
- Developed skills in office administration, for example document management, filing, faxing, photocopying, and general record keeping.
- Experience with and the ability to prepare, incorporate and assess statistical information.
- Highly motivated, reliable and flexible.
- Able to work independently and as a member of a team.
- Take responsibility for assigned tasks and ensure they are completed correctly the first time.
- An aptitude for using computers in general.
- Proven ability for data entry.

Personal Attributes

- A commitment to providing high quality services both internally and externally.
- Ability to share knowledge openly and appropriately.
- Well organised, consistently accurate and competent.
- Reliable & Committed to high standard of performance.
- Pro-active - Prepared to look for solutions and improvement opportunities.
- Good interpersonal skills, able to communicate effectively with a wide range of staff/public and other relevant organisations where required.

- Calm, collected, self-motivated, positive and adaptable.
- Be willing to carry out a wide range of duties to develop skills.
- Courteous friendly personality with a sense of humour.
- Honest and well presented.
- Able to work under pressure with minimal supervision and display sound judgement.
- Ability to work effectively as a team member and contribute to the team's success.