



## POSITION DESCRIPTION

**Position:** Business Support Officer

**Team:** Aquatics, Sport, Recreation

**Group:** Community Wellbeing & Services

**Responsible To:** Systems, Administration & Retail Services Specialist

**Responsible For:**

**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 Maori. 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 Wellbeing, 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 Community Wellbeing and Services Group. The Group includes Aquatics and Splash Planet, Hastings Sports Centre, Camberley Community Centre, Flaxmere Community Centre, Hastings District Libraries, Te Whare Waiaroha, Security, Senior Housing, Community Development, Youth Development, Community Safety, Welcoming Communities, Community Grants, Hastings City Art Gallery and Toitoti.**

**The purpose of this position is to provide administrative support services by: ensuring Aquatics, Sport and Recreation operations are performed consistently, adhering to Council policies and procedures, and are of a high standard ensuring customer experience is prioritised in order to drive the commercial performance across the Aquatics, Sport and Recreation portfolio by:**

- Provide a full range of efficient administrative services**
- Ownership of finance auditing process for banking**
- Provide full spectrum customer service for Sport & Rec team customers**
- Provision and Maintenance of accurate records**
- Provision of administrative functions supporting the wider Aquatics, Sport & Recreation team**
- Supporting the business with systems administration, guidance, and training ensuring system and end users adhere to Council policies and procedures.**

## **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 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 lead responsibility are:**

### **Administration Support**

- Contributing ideas for the efficient operation of processes and systems so as to achieve improved performance
- Co-ordinating activities between Aquatics, Sport & Recreation, and other Council groups, to deliver seamless services/meet project needs.
- Prepare and provide documentation to internal teams and key stakeholders in preparation of all Projects, contract documentation and any other Aquatics, Sport and Recreation matters.
- Ensuring seamless delivery of business support services to the group
- Actively support other team members to assist with achieving deadlines
- Maintaining CRMs for the team, ensuring appropriate delivery and timely response time is met.
- Assist the team with managing Risk Manager entries, monitoring and working with Health Safety & Wellbeing team.
- Assist with ordering and maintaining an adequate stock
- Providing clerical support across Aquatics, Sport & Recreation as required.
- Assisting Retail Coordinator with ordering and supplier relationships
- Creating and maintaining the necessary records associated with the functions of the various business activity groups, including keeping administration procedures up to date
- Monitor and assist with managing Splash Planet email inbox, including internal room booking calendar, providing first level response assistance to queries where appropriate
- Providing general administration support as and when required
- Provide single contact solutions to all customers of Aquatics, Sport & Rec (Splash Planet)
- Ownership over the banking process between Aquatics Sport & Rec and Finance/Banking
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### **Leisure Management System**

- Support the team with Leisure management system development, testing, quality control, application of Council policies and ongoing system and user performance monitoring.
- Support in the delivery of guidance and training to other members of the Aquatics, Sport & Recreation team in how to maximise customer experience and commercial opportunities through the system.
- Ensure web access is managed for customers and their accounts
- Course credit/configuration/billing support for site staff and families
- Have detailed knowledge with regards to payment schedules, cancellations, and enrolment

### **Seasonal Facility and Staff Supervision**

This role will assist in the administration and supervision of seasonal operations of Ticketing, Retail & F&B services (Retail Services) which includes but is not limited to:

- Recruitment and selection
- Rostering
- Staff management
- Stock control/ management
- Maintenance of POS listings
- Ensure all staff assist with the upkeep of the Parks/Facility presentation
- Customer enquiries and complaints.
- Creating a safe, supportive team environment that fosters and develops effective working relationships and encourages the highest levels of performance by team members

- Assist the team where possible ensuring that they achieve sound financial compliance, seeking to continuously reduce risk of financial fraud through our policies and procedures.
- Maintain and record all booking transactions and handle check in-and invoice coordination with Finance.

Follow up on past due amounts, unpaid invoices, and all payment

## Important Functional Relationships

### External

Suppliers  
Contractors

### Internal

Manager  
Maintenance Staff  
All other Aquatics, Sport &  
Recreation staff  
Splash Planet employees  
Asset Management staff  
Health and Safety Officer  
People Experience

### Committees/Groups

## Person Specification

### Qualifications

- Relevant Administration qualification or equivalent in on-the-job experience
- Communication via phone
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### Knowledge/Experience

- Supervision of staff desirable
- Sales systems and processes desirable (knowledge of Leisure Management systems desirable)
- Recognised customer service training
- Experience in a high-quality customer service environment
- Familiar with the requirements of the Local Government Official Information and Meetings Act 1987 desirable
- Knowledge of quality systems and how they work
- Experience in managing conflicting work priorities
- Experience in dealing with contractors and suppliers
- High competency in working with IT systems

### Key Personal Competencies

- Ability to handle multi tasks, work under pressure and prioritise work to meet deadlines
- Established Time management, Planning and Organizing skills
- Clear and concise communication skills both verbal and written
- Developed skills in office administration, for example document management, filing, faxing, photocopying, and general record keeping.
- Customer service skills
- Manage own schedule and workload to ensure high priority items are completed
- Critical thinking and research skills
- Able to work independently and as a member of team

### Personal Attributes

- A commitment to providing quality services both internally and externally
- Ability to share knowledge in an open and appropriate manner
- Well organised, consistently accurate and competent
- Reliable and committed to high standard of performance

- Proactive and 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, suppliers etc where required
- Calm, collected, self-motivated, and adaptable
- Consultative and Safety Conscious
- Be willing to carry out wide range of duties to develop skills
- Courteous friendly personality with a good 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