

POSITION DESCRIPTION

Position Title: Business Support Officer

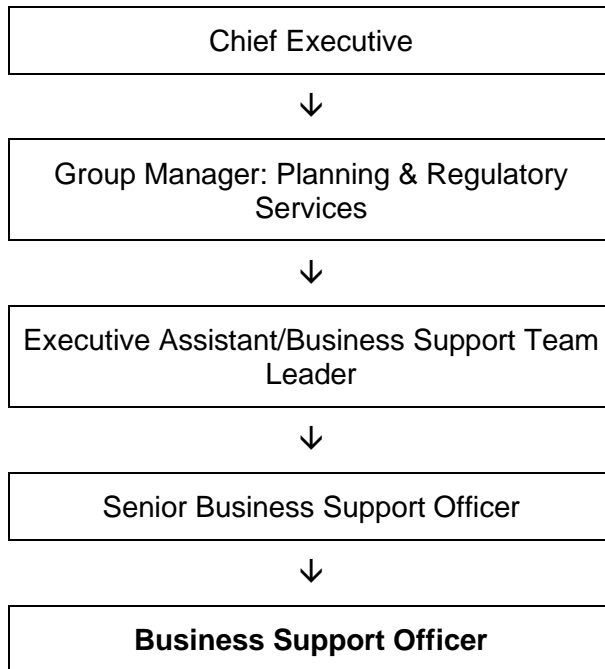
Work Area: Planning & Regulatory Services

Group: Planning & Regulatory Services

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 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 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 Planning & Regulatory Services Group. The Group includes Building Services, Building Consents, Environmental Consents Planning, Environmental Policy Planning, Environmental Health/Liquor & Regulatory Services, Animal Control and Parking

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

- Accurate and efficient computer processing,
- Provision of clerical assistance to maintain accurate records,
- Provision of administrative support to ensure the smooth operation of Council processes.

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 a Staff Policy & Information Manual 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 Services

- Co-operating and co-ordinating with the Senior Business Support Officer and other Planning & Regulatory business support staff 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 so as to achieve improved performance.

- Supporting quality system processes.
- Maintaining an environment conducive to professional administration support.
- Co-ordinating the scheduling of meetings, arranging resources, completion of agendas, distribution of papers and minute taking for the Planning and Regulatory Groups.
- Handling any service complaints in accordance with the agreed service levels.
- Ensuring seamless delivery of business support services to the group particularly in times of absence of other team members.
- Providing hospitable reception to visitors.

Clerical Support

- Providing clerical support across the various Planning & Regulatory groups as required (this includes typing, preparing meeting schedules, photocopying, preparing & distributing of agendas and filling of records, etc).
- Processing various legal documents within statutory timeframes (i.e. Code Compliance Certificates, Building Warrant of Fitness, Liquor Licences, Infringement Reminders and Enforcement Notices, etc)
- Maintaining confidentiality of documents, statistics, reports and customer information.
- Creating invoices, processing claims, issuing refunds and tracking payments.
- Creating and maintaining the necessary records associated with the functions of the various business activity groups, including keeping administration procedures up to date.
- Providing general word-processing, spreadsheet and data entry services.
- Adhere to right first time principle and delivering within agreed timeframes.
- Preparing and updating key documents as required.

Data Management and Property Data Integrity

- Processing of emails from various Inboxes and saving into Council's Record Management System (Content Manager).
- Uploading and saving online documents into Content Manager and completing scanning event or assigning to the appropriate staff/Group.
- Ensure data sets are located on the correct legal title / street address and resolve any data integrity issues.
- Ensure any converted data sets can be easily transferred / integrated into the record management (Content Manager) property container.

Important Functional Relationships

External

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
Quotable Value
Land Information NZ

Internal

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

Committees/Groups

Nil

Expected Behaviours

The Expected Behaviours detailed below form part of the performance appraisal programme for all staff.

All Staff

Commitment/Personal Accountability - works willingly to achieve quality outcomes on time.

Teamwork - works constructively with team members and/or other employees towards a common goal.

Customer Focus - puts the perspective of the customer (internal and external) at the forefront of the service process and works to create quality outcomes.

Effective Communications and Relationships - when exchanging information, is successful in sharing meaning and understanding between the person sending the message and the person receiving the message.

Planning and Organising - demonstrates a systematic and efficient approach to work to achieve desired outcomes.

Continuous Improvement/Innovation - seeks opportunities for, and encourages ideas that provide solutions to all types of workplace challenges.

Professional/Technical Expertise - Has the required level of professional and/or technical expertise for the position.

Supervisor/Manager Only

Coaching for Performance - serves as a source of advice, information, encouragement and support to employees, in order that they perform more effectively and reach their potential.

Leadership - models and promotes HDC's Vision, Mission, Values and Behaviours; sets and communicates the direction of their section accordingly; motivates and enables others to contribute to that direction.

Constructive Working Relationships with Elected Members - proactively develops effective relationships with elected members; works effectively with elected members to meet mutual goals and objectives.

Strategic Perspective - understands the context of HDC within the outside world; is aware of HDC's critical success factors; considers the "big picture"; and anticipates the long-term broader issues that affect HDC so as to influence the future.

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.
- 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
- 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 quality services both internally and externally.
- Ability to share knowledge in an open and appropriate manner.
- Well organised, consistently accurate and competent.
- Reliable & committed to high standard of performance.
- Efficiency in time management.
- 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, 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.