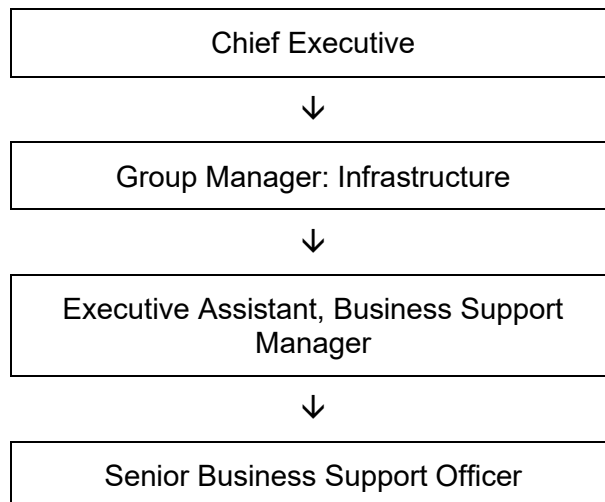


## POSITION DESCRIPTION

|                                |   |
|--------------------------------|---|
| <b>Position:</b>               | Senior Business Support Officer               |
| <b>Team:</b>                   | Business Support                              |
| <b>Group:</b>                  | Infrastructure                                |
| <b>Responsible To:</b>         | Executive Assistant, Business Support Manager |
| <b>Responsible For:</b>        | Business Support Officers                     |
| <b>Organisational Context:</b> |   |



# **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 Transportation, 3 Waters, Project Delivery Office, Waste and Data Services, Public Spaces & Buildings and the Professional Services Panel.**

**The purpose of this position is to ensure the delivery of high-quality clerical and administrative support services through:**

- Ensuring Infrastructure Business Support provides agreed levels of service, efficiently, effectively, creatively and in a collaborative manner.
- Accurate and efficient computer processing.
- Coordinating support team activities, including allocation of daily work tasks where necessary, within the work area.
- Taking responsibility for the quality of support services delivered by the work area.
- Providing leadership within the work area for the application of effective and efficient process-based on quality assurance principles.
- Provision of administrative support to achieve the smooth operation of Council services.

## 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:**

**Leadership, Team Performance and Development**

- Working with Business Support staff to develop, monitor and review work performance and allocate work accordingly.
- Mentoring, coaching, developing and motivating staff.
- Ensuring the delivery of quality and professional customer service to internal and external customers.
- Maintaining an environment conducive to professional administration support.
- Creating, developing, and maintaining an environment that fosters and encourages a high level of personal development and performance of team members.
- Ensuring seamless delivery of business support services to the group particularly in times of absence of other team members.
- Assisting the Group EA & Business Support Manager with objective setting and performance review for applicable team members.

**Support Service Co-ordination**

- Monitoring workloads and allocating daily work activities to maximise the efficiency of the team.
- Learning and remaining current with the legislative environment within which Council must operate.
- Taking responsibility for resolving service delivery problems and delivering continuous improvement in business processes.
- Co-ordinating activities between Infrastructure groups, to deliver seamless services.
- Providing technical administrative support to assist in the delivery of the LTP Project Programme and associated functions.
- Handling any service complaints in accordance with the agreed service levels.
- Actively support managers to assist with achieving deadlines.
- Provide backup support to the EA to ensure the Infrastructure Group Manager receives adequate PA support during times of the EA's absence.

**Administrative Service Delivery**

- Providing clerical support across all Infrastructure departments as required, including typing, bulk mail, photocopying, and filling of records 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.

**Important Functional Relationships**

External

Contractors and suppliers  
General Public  
Ratepayers  
Businesses  
Other Local Authorities  
Government departments  
Creative NZ  
Community grant applicants  
Contract for Service holders  
Community groups  
AdmiNZ  
Businesses/Consultants

Internal

Mayor  
Councillors  
Chief Executive  
Group Managers  
Group EA's and PA's  
Business Support Officers  
Democratic Support  
Strategic Projects  
Growth Projects  
Customer Services  
People & Capability  
All other Council Staff

Committees/Groups

Council  
Civic and Administration  
District Development  
Performance & Monitoring  
Risk & Assurance  
HB Crematorium  
Rural Community Board  
Omarunui Refuse Joint  
Landfill  
Strategy & Recovery

# Person Specification

## Qualifications

**Enrolled in and/or currently undertaking or willing to undertake learning in:**

- Diploma in Office or Business Management Systems, or other relevant qualifications in business administration and computing.
- A current full driver's licence.

## Knowledge/Experience

**Has previous experience and or knowledge of:**

- Experience in a high-quality customer service environment.
- Proficiency with computers, system administration and data entry (particularly using Microsoft Office products).
- Previous experience in Proclaim or Ci is desirable, but not essential.
- Knowledge of relevant statutory requirements (e.g., Local Government Act, Building Act).
- Knowledge of local government meeting processes.
- Experience in report writing would be an advantage.
- Experience with project management 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.
- The ability to lead and motivate a team.
- Excellent time management and organisational skills.
- Developed skills in office administration, for example document management, filing, faxing, photocopying, and general record keeping.
- 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.
- Networking skills to build the relationships necessary for effective performance.

## Personal Attributes

- A commitment to providing quality services both internally and externally.
- Ability to share knowledge in an open and appropriate manner.
- Well organised, consistent, and accurate.
- 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.
- Ability to work effectively as a team leader or team member to contribute to the team's success.