

Job Description



My Position

Position:	Democracy Support Officer
Section:	Democracy Services
Group:	Council Operations
Responsible to:	Legal & Democracy Services Manager
Job Purpose:	<ul style="list-style-type: none">• Provide professional administration support assistance to the Democracy Services Manager and wider team.• Contribute to the delivery of professional democracy services to the Council that ensures an effective and efficient delivery of processes and procedures under the Local Government Act 2002 and the Local Government Official Information and Meetings Act 1987.• Provide administrative and logistical support to Council, Committee and assigned sub-committees/hearings panels including provide meeting technology support in the Council Chambers.

Our Council

Our District Vision:	Thriving and resilient Tasman communities <i>Te Manawaroatanga o Te Tai o Aorere kai tupu, kia rea</i>
Our Purpose:	Working together for a Tasman District that has a healthy environment, strong economy and a vibrant community
Our Internal Vision:	Tasman Inspired <i>Whakangiha Te Tai o Aorere</i> Driving value for Tasman's people and places <i>Whakamana tātou ki ngā wāhi katoa o Te Tai o Aorere</i>

Our Values

We support our Vision and Mission through living our values.

Auaha – Innovation

- We use innovative ideas to improve our performance, find solutions and add value to our communities and the environment
- We deliver a quality innovative and timely service
- We take opportunities to learn and grow
- We show initiative and flexibility to respond to our communities' needs
- We seek diversity of views and challenge the status quo

Manaakitanga – Caring / Sharing

- Our interactions with Iwi and others are guided by helpfulness and respect
- We care for and develop our people, and are supportive and encouraging of others
- We care about each other and actively engage in what we do
- We communicate in a way that shows we are approachable and care about others needs

Kawenga – Responsibility

- We act professionally, showing respect, honesty, integrity, reliability and empathy
- We take personal responsibility for our actions, decisions and performance
- We choose to bring the right attitude to our work
- We promote a safe work environment that puts the wellbeing and safety of our people first

Whanaungatanga – Relationships

- We actively seek to collaborate with colleagues, Iwi and others in the work we do
- We work together to achieve the best overall result, outcome, or decision
- We communicate clearly and tell stories to enable understanding and shared meaning
- We embrace diversity and the opportunity to share our ideas and learn from others

My Group

Role of the Council Operations Group

The Council Operations Group supports the Chief Executive in their role by providing leadership, management and service delivery in several key organisational areas: operational governance, enterprise risk and procurement advice, legal services, communications and change management, programme and project management, people management, health, safety and wellbeing.

The Group acts as a 'centre of excellence' for cross-council functions and priorities. As second in command to the CEO the Chief Operating Officer supports the CEO's priorities and obligations to ensure the timely implementation of Council's plans to the reflect Council's policies; providing efficient and effective strategic support and leadership to Council's business operations; and to fulfil the CEO's due diligence responsibilities as an 'officer'.

My Key Result Areas

My Priorities

What am I supposed to do?	How well am I supposed to do it?
<p>Administrative Services</p> <ul style="list-style-type: none">• Provide administration assistance to the Democracy Services Team as needed.• Manage team CRMs, assist with the creation of documents, meeting diary management, correspondence, research, analysis, meeting support and related support services as assigned or required.• Assist with managing information and documents on the team's Intranet Shopfronts and Workplaces and Committee Meetings Register.• Assist with the delivery of staff training organised by the Democracy Services team, including coordinating, booking of rooms/venues and liaising with the team or external providers.• Carry out other administrative services, (including but not limited to the following):<ul style="list-style-type: none">- Assisting with recording information and documents into the electronic document management system (DORIS)- Process purchase orders and accounts, as required.- Assist with updating of Council registers, policies and procedures when required.- Assist with updating and loading information onto the website and intranet as required	<p>Administrative Services</p> <ul style="list-style-type: none">• Assigned Administrative tasks are undertaken with a high degree of accuracy, efficiency and timeliness with priority given to urgent work.• Positive feedback confirms that other administrative services are carried out in an efficient, organised and timely manner, with priority given to urgent work.• Information on the team's registers, Intranet Shopfront and Workplaces and DORIS folders is maintained and kept up to date.• Administrative support for staff training is efficient and organised.• Positive contributions to improving the services provided are evident.• All purchase orders and accounts processed meet Council's procedures and are completed in a timely manner.• Standard processes, procedures and levels of service for administration and customer service are provided in a constructive way.• Positive feedback from the manager and team confirms administrative tasks are undertaken in a pleasant, efficient and effective way.

- Other general administration tasks as required.	
Democracy Assistance <ul style="list-style-type: none"> • Provide administrative support for pre and post meeting activities including filing, meeting actions, meeting room set up, providing technical support, meeting room pack down and other administrative duties related to meetings and workshops. • Assist with the scheduling of Council and Committee meetings. • Provide administration support for Council Committee, Subcommittee and hearings as required. • Assist with uploading minutes, agendas and reports on to the Council's website and LGHub. • Assist with the release of workshop material and release of information which is no longer confidential. • Ensure Council Chamber is set up for meetings, is clean and tidy afterwards. • Assist with the updating of Council registers maintained by the Democracy Services team, policies and procedures when required. • Assist as required with the administration of the triennial local government elections, setting up of new Council and induction and training of members. • Assist the team with helping the Mayor and Elected Members to comply with the laws affecting members, including maintenance of a register of interests. • Assist with the processing of Elected Member expense claims. 	Democracy Assistance <ul style="list-style-type: none"> • All assigned meeting processes comply with the Council's standing orders, the LGA and LGOMIA requirements. • Meeting information on Council's website is accurate and kept up to date. • Administrative tasks are undertaken with a high degree of accuracy, efficiency and within agreed timeframes. • Administrative support during local elections including support for the project manager as required, nomination and special voting periods is evident. • Assigned Administrative tasks are undertaken with a high degree of accuracy, efficiency and timeliness with priority given to urgent work. • Positive feedback from attendees confirms efficient and effective administration services are provided.
Business Process Mapping <ul style="list-style-type: none"> • Create and maintain Business Process Mapping using Promapp for assigned Democracy Services functions and processes as required. 	Business Process Mapping <ul style="list-style-type: none"> • All assigned functions and processes have an up to date business process mapped.

My Contribution
Accountability <ul style="list-style-type: none"> • I take responsibility for my performance, decisions and actions and how these impact on others. • I take ownership of my wellbeing and health and safety responsibilities and seek support if I need it. • I take responsibility for ensuring the digital information, data and records created from carrying out my role are properly stored, maintained and retrievable. • I fulfil other assigned responsibilities, tasks and project work in a professional and timely manner.
Customer and elected member focus <ul style="list-style-type: none"> • I focus on the needs of our customers and provide all of them with outstanding service. • I treat all people with respect, and I deliver on the commitments I make. • My actions are fair and build trust with my colleagues, customers and our community.
Relationship Building <ul style="list-style-type: none"> • I build and maintain genuine relationships with my colleagues, customers and our community. • I actively listen to others and am supportive, friendly and helpful. • I respect all cultures and act in ways that make others feel included and valued.
Resilience & Adaptability <ul style="list-style-type: none"> • I support new ways of working and am able to be flexible and calm when facing change or difficult situations. • I am digitally confident and participant in opportunities to learn how to apply digital business technology and tools to my work. • I am a willing contributor and participant in business process improvement solutions and other initiatives that enhance our service delivery.

Motivation & Drive

- I take responsibility for my own learning and development and welcome feedback to improve my performance.
- I effectively plan, manage and prioritise my work and deliver it on time.
- I choose to bring the right attitude to work and I role model behaviours and attitudes that align with the Council's Values.

Collaboration & Inclusion

- I actively contribute to the achievement of team goals and objectives.
- I collaborate effectively with others and support my colleagues to achieve the Council's strategic goals and objectives.

Civil Defence Emergency Management

- I provide assistance and support during civil defence / emergency management activities.
- I participate in civil defence and emergency management training.

Working within te ao Māori

- I have a sound understanding of the Council's Te Tiriti o Waitangi obligations (where role requires this).
- I contribute to the promotion of the principles of Te Tiriti o Waitangi and work in partnership with Iwi.

My Delegations

I have no staff or financial responsibilities. However, the Council may from time to time delegate to me specified powers and duties which I must exercise with due care and diligence.

My Competencies

My Qualifications and Experience:

- At least three years' office executive support and/or administration experience in a similar role preferably in a large organisation.
- Excellent digital literacy with proven knowledge of Microsoft Office suite, Zoom and experience with a range of applications.
- Experience in process design/process mapping (e.g. Promapp).
- Experience in preparing agendas and minute taking.
- Experience in similar work in Local Government or Government agency would be an advantage.
- A Level 4 certificate in Business Administration or similar is desirable but not necessary.

My Personal Attributes:

- Well-developed interpersonal, organisation and communication skills are essential.
- Good written and oral communication skills.
- Initiative and good judgement skills and a disposition to solving problems.
- Good organisational skills and an ability to work under tight time constraints.
- An ability to relate to a wide range of people and a proven commitment to quality customer service and teamwork.
- An active team member with a passion for customer service and a genuine enjoyment in assisting people.
- Flexible and change adaptive with an eye for detail.
- Be quality and improvement focused.
- Friendly, positive and approachable.
- Must be well organised to manage and prioritise a diverse workload.

My Agreement

My Name:

My Signature:

Date: