

POSITION DESCRIPTION

Community Services Administrator



Job Title:	Community Services Administrator
Group:	Service Delivery Group
Location:	Paeroa Office
Reports to:	Community Services Manager
Supervisory Responsibility:	None
Functional Relationships:	Service Delivery, Utilities Team, General Staff, External Stakeholders, Public
Authorities:	In accordance with the Delegation Manual

General function of the position

To provide administrative assistance to the Community Services Manager and Community Services Team.

Organisation values

Hauraki District Council has four values that form the core of how employees carry out their work and conduct interactions both internally and externally. The values shape the culture of our organisation and demonstrate what is important within HDC. These values focus on 'how' we do the job, and 'how' we conduct ourselves in the workplace. This is 'The Hauraki Way'.

Communication	Respect	Commitment	Positive attitude
<ul style="list-style-type: none"> I share relevant information with others I listen to understand I value feedback I use an appropriate communication style 	<ul style="list-style-type: none"> I always keep an open mind I acknowledge and respect differences of opinion I am always considerate and understanding I treat others as I would want them to treat me 	<ul style="list-style-type: none"> I always do my best I follow through for my customers and team I go the extra mile I take personal responsibility for my actions – I walk the talk 	<ul style="list-style-type: none"> I offer ideas and solutions I look for better ways of doing things I am fun to work with I am a can-do employee



Key tasks

1. To perform general administrative functions and maintain records including schedules and databases.
2. To administer work orders, purchase orders, accounts payable invoices and regulatory functions and report on financials.
3. To provide technical support and compile information for reports.
4. To provide administrative support to the Community Services Manager including correspondence, diary management, and travel arrangements
5. To demonstrate professional accountability and development.
6. To demonstrate a commitment to Health, Safety and Wellbeing.
7. To show a commitment to Hauraki District Council and provide organisational support as required.

1. Administrative Assistance

Key Tasks	Key Performance Indicators (KPIs)
1.1 Assist the Community Services Team with general administrative duties.	<ul style="list-style-type: none"> • Community Services Team are supported in their administrative tasks. • Timely and accurate assistance is given when required. • Phone calls are taken and appointments made for department staff as necessary. • Assistance with preparation of service delivery reports and asset management plans is given as required. • Data is entered in the asset management system in an accurate and timely manner. • Word-processing duties are undertaken as required for managers in line with Council's established standards, procedures and formats
1.2 Co-ordinate arrangements for training, conferences, meetings and appointments, i.e. venue, registration, accommodation, travel etc.)	<ul style="list-style-type: none"> • All arrangements are correct and on time • Any changes to arrangements are communicated timely
1.3 Take minutes at meetings and distribute as required.	<ul style="list-style-type: none"> • Minutes are accurate and produced on time • Action items are regularly followed up till completion.
1.4 Organise meetings, and plan and co-ordinate functions required for the Community Services Team.	<ul style="list-style-type: none"> • Arrangements are in accordance with requirements.
1.5 Be responsible and maintain stock levels of consumables (stock control) & office equipment for the Community Services team	<ul style="list-style-type: none"> • The supply of consumables and other resources is maintained at appropriate levels. • The job holder liaises with HDC Property Manager and/or HDC Property Officer as appropriate on office-related requirements
1.6 Investigate, recommend, and order approved safety equipment and worksite apparel for Community Services team.	<ul style="list-style-type: none"> • Safety equipment and worksite apparel is provided within guidelines. • Vault is up-to-date with PPE issued to team and able to be used to monitor expiry dates / re-orders • Apparel is procured within budget



1.7	Ensure all community asset and Council records and documentation are well presented and filed for easy access and future reference.	<ul style="list-style-type: none"> All records are stored in the document management system according to Council's document management policy
1.8	Manage refuse bin orders	<ul style="list-style-type: none"> Bin orders are collated and placed for delivery Bin list is continuously updated with Bin ID's and other important information Track bin deliveries and report contractor performance matters to the Waste Manager

2. Financial Administration

Key Tasks		Key Performance Indicators (KPIs)
2.1	Assist with the procurement of services, and general materials, including rubbish bin tags, as requested	<ul style="list-style-type: none"> Procurement is undertaken in accordance with the Council Procurement Policies Liaison with suppliers to ensure timely and accurate delivery and invoicing Agreements with various retail stores are in place and paperwork is signed Bin tags are distributed in timely fashion as required
2.2	Raise work orders and purchase orders in Council's financial system.	<ul style="list-style-type: none"> WO's and PO's are raised correctly and in timely fashion as a result of works authorisations approved by the Community Services Asset Managers WO numbers are created for all tasks to be executed by other departments
2.3	Prepare reports on job/project costings as required.	<ul style="list-style-type: none"> Reports are prepared accurately and within agreed timeframes as required
2.4	Monitor and process accounts payable invoices for payment	<ul style="list-style-type: none"> Invoices are processed accurately and within agreed timeframes
2.5	Retrieve and/or interrogate costing information from the financial system for monthly financial report	<ul style="list-style-type: none"> Information provided is accurate and on time

3. Technical Support

Key Tasks		Key Performance Indicators (KPIs)
3.1	Liaise with customer services team and the Works Team to assist with customer enquiries/complaints	<ul style="list-style-type: none"> Meeting of service request customer standard and record keeping of interaction is maintained. Customers are informed timeously.
3.2	Raise internal service requests, initiate work, follow up on progress and work performance as required by Asset Managers	<ul style="list-style-type: none"> Internal Service Requests are raised and work initiated. Service requests are monitored, progress checked, work performance monitored and reported on to the Asset Managers Maintenance works orders are raised, progress checked, work performance monitored and reported on to the Asset Manager.



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| 3.3 Compile information for reports | <ul style="list-style-type: none"> Information is obtained from internal departments and is accurately prepared for the Asset Managers in an agreed timeframes NFPT's information is collated and provided to the Asset Managers within agreed timeframes |
| 3.4 Administration and correspondence in relation to resource consents. | <ul style="list-style-type: none"> Data and correspondence in relation to regulatory works by the Asset Managers are dealt with appropriately and in a timely manner |

4. Support to Community Services Manager

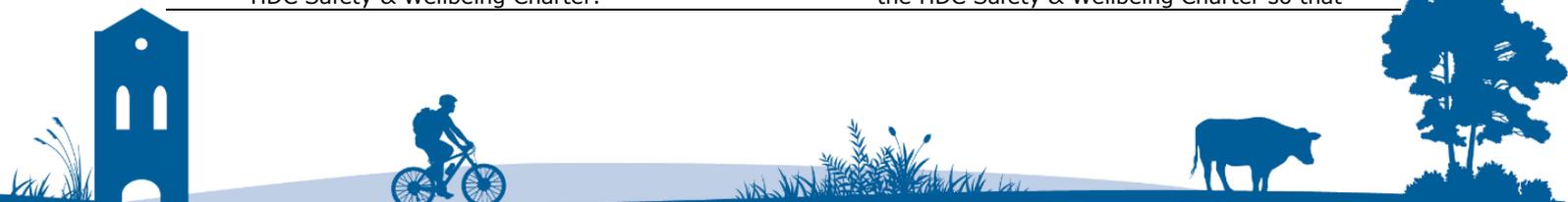
Key Tasks	Key Performance Indicators (KPIs)
4.1 Support the Community Services Manager with correspondence management.	<ul style="list-style-type: none"> Correspondence is handled on time and by the responsible person. The jobholder assists with gathering of information and preparation of responses.
4.2 Calendar management.	<ul style="list-style-type: none"> Calendars are up-to-date and meeting invites are responded to.
4.3 Facilitate the process to gather information and get documents signed.	<ul style="list-style-type: none"> Documents are signed on time by all the relevant parties. Documents are distributed to the relevant parties and filed in the Document Management System.

5. Professional Accountability and Development

Key Tasks	Key Performance Indicators (KPIs)
5.1 Actively support and model the Hauraki Way – values and required behaviours of the role (internally and externally).	<ul style="list-style-type: none"> Champions the Hauraki Way in all professional interactions, and seeks approval and/or when unsure seeks feedback in an appropriate manner.
5.2 Take personal responsibility for discussing own performance and professional development with direct manager.	<ul style="list-style-type: none"> Takes an active role in own PPD / MeTime and raises any concerns in a constructive manner that does not undermine good faith.
5.3 Demonstrate commitment to up-skilling and further developing specialist knowledge and best practice initiatives.	<ul style="list-style-type: none"> Takes an active approach in familiarising themselves with the relevant plans, procedures, policies, processes and statutory requirements that can or may relate to their role and to the wider Council.
5.4 Identify opportunities for improvement and as necessary work across the organisation to implement the necessary changes.	<ul style="list-style-type: none"> Contributes to and/or champions an improvement initiative through to completion.

6. Health, Safety and Wellbeing

Key Tasks	Key Performance Indicators (KPIs)
6.1 Ensure HDC property is in fit state to meet HDC's H&S obligations to staff and members of the public.	<ul style="list-style-type: none"> H&S Hazard / Risk assessments are completed regularly and any remedial action is taken promptly. H&S Vault tasks related to Property are responded to in a timely manner.
6.2 Demonstrate a commitment to a culture of safety and wellbeing within the Council as set out in the HDC Safety & Wellbeing Charter.	<ul style="list-style-type: none"> Actively shows support and commitment to workplace health and safety in accordance with the HDC Safety & Wellbeing Charter so that



		'Everyone is Safe and Well at the End of the Day'.
6.3	Take reasonable care for own health and safety, and ensure that own acts and/or omissions do not adversely affect the H&S of others.	<ul style="list-style-type: none"> Comply with any reasonable instruction that is given by the Council. Co-operate with any reasonable policy or procedure.
6.4	Follow all established work procedures with particular regard to the requirements for H&S, including the use of PPE and adherence to the JSA's.	<ul style="list-style-type: none"> Adheres to all H&S practices and rules as they relate to the position and working environment(s) and seeks out advice when unsure.
6.5	Actively participate in the identifying and reporting of risks and hazards.	<ul style="list-style-type: none"> All accidents / incidents / near hits are reported through the Vault H&S reporting system within 48 hours of their occurrence. Relevant advice is sought when hazards or risks are identified.
6.6	Inform consultants and contractors of H&S regulations and procedures they must operate within at all times.	<ul style="list-style-type: none"> Consultants and contractors are informed of H&S regulations and procedures so that they operate safely while undergoing work at HDC sites.
6.7	Perform Health & Safety Audits as required.	<ul style="list-style-type: none"> Health & Safety audits are performed on time and correctly recorded and documented.

7. Other Duties

	Key Tasks	Key Performance Indicators (KPIs)
7.1	Other duties are undertaken as are reasonably required.	<ul style="list-style-type: none"> Other duties are completed as are reasonably required.
7.2	Provide organisational support as required, such as in respect of Civil Defence activities.	<ul style="list-style-type: none"> Employee participates in Civil Defence activities and events as required and as directed.
7.3	Abide by the general expectations, codes of conduct, and policies and procedures as outlined on the Hauraki District Council intranet.	<ul style="list-style-type: none"> Employee takes an active approach in familiarising themselves with HDC's policies, together with relevant plans, procedures and processes. All applicable policies and procedures are adhered to.
7.4	Participate fully in organisational processes including staff meetings, Personal Performance and Development (PPD) programmes, project teams and other initiatives.	<ul style="list-style-type: none"> Employee takes an active approach in respect of organisational processes and meets expectations with regard to their role in delivering results. Staff meetings are attended, PPD programmes are undertaken, assistance is provided on project teams etc. as relevant. Actively partakes in upskilling initiatives.



Person specification details

1. Expertise

Qualifications:	Full NZ Drivers' Licence NCEA Level 3 or similar
Experience:	2+ years prior experience in a similar role is preferred

2. Skills

Ability to Learn	Shows a willingness to learn and use new processes. Readily takes up relevant training and learning opportunities and will ask questions to gain complete understanding if necessary.
Ability to Organise	Has a systematic approach that leads to the successful completion of tasks and events. Has ability to programme and organise work, and keeps functional records and filing systems in order.
Communication	Can clearly convey information and ideas through a variety of appropriate media to individuals or groups in a manner that helps them understand and retain the message. Communicates in a compelling and articulate manner that instils commitment. Responds to correspondence, voice mail and e-mail promptly.
Customer Focus	Makes customers and their needs a primary focus of their actions. Develops and sustains productive customer relationships. Understands customer service principles and practices. Presents a professional image, eg. dress code, behaviour, conduct.
Quality and Accuracy	Meticulous worker who seeks continuous improvement. Takes pride in presentation and standard of work and adopts a 'get it right first time' approach.
Time Management	Demonstrates personal effectiveness by taking responsibility for getting things done in ways that balance competing needs. Meets deadlines.
Professional / Technical Expertise: Minute Taking	Is familiar with meeting protocol and has proven ability in minute taking and agenda preparation
Teamwork	Actively participates as a member of a team to move the team toward the completion of goals. Contributes actively and fully to team projects by working with colleagues collaboratively, working towards consensual solutions that enhance the output of the team. Accepts share of workload



3. Knowledge

Computer Literate	Demonstrates relevant levels of computer literacy and competency, with a working knowledge as required. <ul style="list-style-type: none"> • Microsoft Outlook (e-mail, calendar etc) Intermediate • Microsoft Word Intermediate • Microsoft Excel Intermediate • Microsoft PowerPoint Basic
Office Procedures	Good understanding of office procedures and administration including the ability to operate photocopiers, printers, e-mail etc.
Working Knowledge – Local Government	Has a basic knowledge of local government (desirable but not essential).
Working Knowledge – Local Area	Knows the local area and understands the dynamics of Hauraki and surrounding districts (desirable but not essential).
Working Knowledge – Document Management systems	Has knowledge and practical experience with Document Management Systems.
Working Knowledge – Financial Principles	Good understanding of financial principles.
Information Management and Technology	Shows a willingness to learn and a positive attitude to new information management / technology systems. Ensures documents are filed according to procedures.

