

Support Assistant – Waters

To provide contract administration and maintain appropriate standards for contract documentation. Also provide financial administration alongside general administrative support services for the functional needs of the Waters Group.

Our Tikanga

Whanaungatanga

(fostering relationships and a sense of connection)

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

Manaakitanga

(showing respect and care for others, hospitality, kindness and support)

- By showing manaaki we lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

Kotahitanga

(unity, solidarity, togetherness and collective action)

- We have one shared direction and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

Atawhaitanga

(protection, stewardship, trust and a responsibility for long term outcomes)

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.
- We collaborate and establish partnerships that enhance our role in the social, environmental, economic and cultural wellbeing of our communities.

Our expectations

As part of the Whangarei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational tikanga, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team
- deliver our services in a way that is best for the district (as opposed to best for the Council), and
- use our organisational tikanga to guide our decision making.

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Support Assistant – Waters – that's your primary task at Whangarei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're continually looking at better ways of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What you will do

Administration

- Provide broad administration support to the Waters Group with a particular focus on Contract Administration.
- Coordinate and collate information, including customer satisfaction surveys and special projects, as required.
- Coordinate administration of the procurement and tender process, including public notices, collation of tender documents and notices to tenderers.
- Undertake general secretarial duties, including minute taking, co-ordinating meetings, maintaining supplies and processing purchase orders.
- Provide administration support for departmental customer service activities and contractor interaction, including assisting with public consultation activities.
- Maintain integrity of data and perform data entry duties as required ensuring accurate information is available for departmental reporting.

Process Development and Support

- Assist to confirm and develop administrative processes for the department that are supported by clear process maps for reference by the team.
- Establish effective tracking and records management systems.
- Identify and resolve administrative problems that impact on the overall effectiveness of this department.
- Support individual team members to ensure smart and effective work practices are implemented within the department.

Systems Support and Administration

- Act as Content Manager for key departmental functions, ensuring information loaded onto the internet is up to date and in line with organisational guidelines.
- Act as a Key Business User (KBU) for designated TechOne activities providing training and support to other users.
- Provide and manage quality auditing support to Infrastructure Group (ISO 9001 and 2000).
- Organise quality management meetings as required.

What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Contribute to the development of customer focused policies and procedures.

Health and safety

- Accurately and promptly report all accidents, incidents and risks by the end of the working day.
- Keep yourself and others safe.
- Adhere to all Council Health & Safety policies, procedures and guidelines.

What you will bring

- 3 years experience in a post where administrative support at a high level has been a key component.
- Experience in a role providing contract administration.
- Experience in a role utilizing a variety of IT applications including those customized to organisational requirements.
- Ability to effectively prioritise workloads to meet tight deadlines.
- Strong data entry skills.
- Ability to provide comprehensive clerical, financial and administrative support.
- Flexibility and enthusiasm for providing excellent support.
- Good communication skills both written and oral.

Additional Information

Financial Delegation – \$2,000

Position Grade – Grade 10

Organisation Chart – see below

