

ENVIRONMENT SOUTHLAND

Emergency Management Administration Assistant

Role description

About us

Our mission

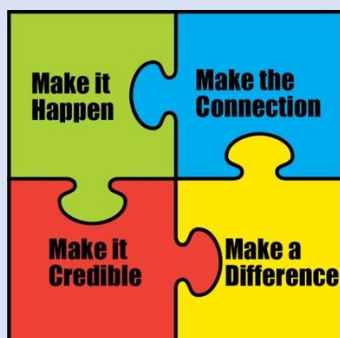
Working with the community to enhance Southland's environment.

Our vision:

A thriving Southland (Te taurikura o Murihiku)

Our values:

Here at ES, we -



Role purpose

The **Emergency Management Administration Assistant** contributes to the overall performance of the **Emergency Management Southland (EMS) Team** by providing comprehensive administrative, operational, and community engagement support.

Emphasis is on:

- Maintaining essential administrative systems, managing data, coordinating resources, and maintaining a high standard of customer service.
- Supporting public education and community engagement initiatives, supporting strategic projects, and maintain strong stakeholder relationships.

It is also integral to emergency preparedness, requiring availability to respond to emergencies and support recovery efforts, ensuring the safety and resilience of the Southland community.

About your role

Grade: 10

Pathway: S4

Group/Division:

Integrated Catchment
Management
Emergency Management
Southland

Reports to: Team Leader
Emergency Management

Who you will be working with

Direct reports:

- Nil

Indirect reports:

- Nil

Key stakeholders

External:

- Key EMS Stakeholders
- Community Groups
- Other New Zealand
Emergency Management
Groups (CDEM)
- Ministry CDEM
- All levels of the four
Southland Councils
- Project AF8
- ECC Staff
- Other project teams
- All levels of educational
facilities in Southland
(Primary, Secondary, Tertiary
schools etc.)

Internal:

- EMS staff
- Staff at Environment
Southland
- Joint Committee Members
- Coordinating Executive
Group
- Operational Sub-Committee
- Readiness & Response
Committee
- Welfare Coordination Group

Delegations

In line with the Environment
Southland Delegations Manual

Your leadership profile – Individual Contributor

Your crucial challenge as an Individual Contributor is to find a way to add value while working effectively with others.

*To be an effective **Individual contributor**, aim to:*

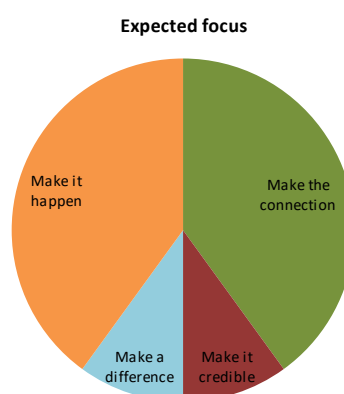
Make it Happen – Show initiative, take accountability and deliver high-quality work on time.

Make the Connection – Focus on meeting your customers' needs and work collaboratively as part of your team.

Make it Credible – Communicate clearly, show integrity, and focus on building your professional skills.

Make a Difference – Show curiosity, make thoughtful and evidence-based decisions, and aim to understand the wider context for your work.

While all elements of the Environment Southland Leadership Competency Framework are important, as an **Individual Contributor**, you will have a stronger focus on Make it Happen and Make the Connection.



Your accountabilities

As a shared service of the four Southland councils, EMS ensures that the Southland Civil Defence Emergency Management (CDEM) Group is compliant with all relevant legislation and is able to work across the 4Rs (Reduction, Readiness, Response and Recovery) in an efficient and effective way.

Administrative duties	<ul style="list-style-type: none"> • Work within Microsoft Office software packages, particularly Word, Excel and SharePoint • Build and manage electronic files • Ensure that data required for databases is obtained from participants on time and that any clarity issues are resolved • Ensure contact lists are kept up to date • Prepare documentation for meetings, e.g. agendas, minutes • Develop new content for reports e.g. annual report, using dashboards and regular reporting templates • Maintain Team Work Plan, Action Plan, Action Register and Team Dashboards in Office 365 • Ensure all Activity Calendars are up to date and accurate • Undertake routine daily sorting, photocopying and filing, shredding of confidential papers for the team • Arrange meetings, resources (including meeting rooms, food, and people), facilities and take minutes to support staff requirements. • Assist with AF8 Project administration, travel booking and coordination of science workstream as required • Liaise with IT team to address any data problems experienced by team
Community engagement and public education	<ul style="list-style-type: none"> • Support Emergency Management Advisors to deliver public education and community engagement. • Administer the 'shaky trailer' public education tool, including bookings, health and safety and maintenance as required • Assist with community engagement work co-hosting Community Response Meetings and assisting with Community Plan development • Team support – from time to time, assisting with readiness education for all levels of educational facilities in Southland (e.g., Kindergartens, Pre Schools, Primary, Secondary, Tertiary schools etc)
Strategy and vision	<ul style="list-style-type: none"> • Support the implementation and delivery of Council's strategy
Project management	<ul style="list-style-type: none"> • Participate in projects which may be financial, transformational, strategic and/or leadership focused from time to time • Application in line with Council's corporate project management systems and processes.
Finance (budgets)	<ul style="list-style-type: none"> • Consider financial implications of actions.
Continuous improvement	<ul style="list-style-type: none"> • Continually seek opportunities to improve services for your customers (internal or external). • Show flexibility, adaptability and a willingness to change and are open to feedback as an opportunity to improve.
Stakeholder relationships / customer service	<ul style="list-style-type: none"> • Develop strong and effective relationships with internal and external stakeholders. • Respond appropriately. • Understand situations from the customer's perspective. • Keep customers up to date about progress of queries/requests/projects • Maintain clear communication
Other duties	<ul style="list-style-type: none"> • Any other duties as may be required from time to time.

Your health, safety and wellbeing

- Work safely and take responsibility for keeping self, colleagues, contractors and customers free from harm
- Report all incidents, near-misses, hazards and accidents promptly
- Communicate whereabouts when out of the office (e.g. use Where Am I, Get Home Safe)
- Activity risk assessments are completed as part of planning for all field-based activities prior to work being undertaken, with relevant parties
- Know what to do in the event of an emergency
- Participate in safety and wellbeing initiative and programmes as required
- Attend required health and safety training and induction sessions.

Working with Māori

- Engage with iwi in a way that demonstrates understanding of the nature of the relationship between iwi and Council as reflected in the principles of Te Tiriti o Waitangi and Council's values, policies and practice.
- Communicate and engage with mana whenua and mataawaka, demonstrating an understanding of tikanga, and on the basis of informed understanding of issues of significance to Māori throughout Murihiku.

Confidentiality, privacy and recordkeeping

All staff of Environment Southland are required to collect, retain, and maintain sensitive, confidential and personal information. Training will be given as appropriate to:

- Manage all information with care and respect in accordance with the Public Records Act 2005, Privacy Act 2020, Local Government Official Information and Meetings Act 1987 and all other relevant Local Government legislation.
- Retain information, regardless of format, e.g. records and data in official organisational systems.
- Ensure no sensitive, confidential, or personal information is inappropriately shared internally or externally without the appropriate approval.
- Report a privacy breach to the organisational Privacy Officer if a situation should occur.

Your experience, knowledge and qualifications

Knowledge/Experience

- Have strong administrative skills and background
- Proficient with Microsoft Office software packages, particularly Word and Excel
- A knowledge of Office 365 is highly desirable
- Highly accurate and keen eye for detail.
- Clean, full, current driver's license.

Attributes

- A commitment to customer service and meeting end user requirements
- Excellent verbal and written communication skills
- Positive, results-oriented and 'can-do' attitude
- Self-motivated, proactive and adaptable
- Ability to work cross-functionally across the organisation
- Contribute towards a high level of trust with all stakeholders
- Have the ability to set priorities and manage workloads with minimal supervision
- Willingness to comply with established approved policies and procedures
- Able to work effectively as part of a team, but without close supervision.

Additional Information

Hours of Work:

The hours of work are 37.5 per week, which will ordinarily be worked Monday to Friday. Due to the nature of community engagement, there will be times where you will need to be available evenings and weekends for community meetings, training and other project work (e.g. field days public events)

Response and Recovery:

Be available to work extended shifts for the operational requirements of an emergency, transition to or recovery period.

Be available to other areas of New Zealand when in States of Emergency.

On Call Roster

Work as part of the on-call roster for EMS to provide capability to immediately respond to emergencies in Southland 24/7.

An on-call allowance will be paid for on-call duties.

A vehicle will be provided for on-call duties.

Performance Review

We have a Professional Development Programme (PDP) that is the basis for performance assessment at all levels of the organisation. There is at least one formal meeting, annually, between the team member and their people leader, along with a six-month review and regular monthly catch-ups.

Acknowledgement

I _____ have received a copy of the job description and have read and understand the duties and responsibilities and key relationships described therein.

Signature _____

Date _____