

POSITION DETAILS

TITLE	Assets and Administration Officer
REPORTS TO	Team Leader Assets and Administration
LOCATION	Civic Centre, Commerce Street, Whakatāne
DATE	May 2022
DIRECT REPORTS	-
FINANCIAL DELEGATION	-

PURPOSE OF POSITION

This position is responsible for providing booking services and administration support to the Open Spaces Team. The team provide for the management of all open spaces facilities including parks, reserves amenities, cemeteries and associated assets.

This position provides service and support in the booking and reservation of facilities, reserves and cemeteries and crematorium. To co-ordinate all cemetery bookings and reservations with Funeral Directors and members of the public, provide an efficient administration service and deliver exceptional Customer Services for the District's Cemeteries and Crematorium.

KEY ACCOUNTABILITIES

KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
VALUES	The best interest of the organisation are represented at all times ensuring Council values are reflected in behaviours and professional delivery of role.
CEMETERY AND CREMATORIUM ADMINISTRATION	Co-ordinate and manage all cemetery bookings, plot reservations and cremation services with Funeral Directors and public. Complete all burial and cremation compliance paperwork in accordance with Council and legislative requirements. Accurate cemetery records and information maintained and filed in accordance with Council systems, policies and legislative requirements.
RESERVES AND FACILITIES BOOKINGS AND ADMINISTRATION	Facility and reserve bookings, reservations and administration effectively managed and coordinated to achieve maximum utilisation and user experience. Contractual agreements are up to date and in place with all relevant users.
COMMUNITY LEASES AND LICENCES	Work cohesively with other members of the Community Experience team to ensure the provision of leases and licence agreements as required.
ADMINISTRATION	Assist with scheduling and responding to Request for Services (RFS) for Open Spaces team With guidance from the Team Leader Assets and Administration, provide administrative support to the Asset Management process. Provide high quality administration support for the Open Spaces team.

	Provision of administrative support for the Properties and Facilities team, as required.
RELATIONSHIP MANAGEMENT	<p>Effective relationship developed with all users of Council facilities and open spaces.</p> <p>High level of customer service applied with empathy and respect to external and internal customers at all times.</p> <p>Ensure key stakeholders and customers receive high quality responses to requests, feedback and correspondence in a timely manner that consistently reflect Council's objectives to promote the Whakatāne District.</p> <p>Liaise with Contractors to organise and schedule work as required.</p> <p>Ensure cultural protocols and safety practices are observed to support initiatives, consultation and relationships with Iwi.</p>
HEALTH, SAFETY AND WELLBEING	<p>Understand and implement Council's documentation and procedures to ensure risks to health and safety of those in the workplace are eliminated and / or controlled.</p> <p>Accurately report all work-related hazards, incidents and accidents and implement follow up corrective actions, as required.</p> <p>Provide support, as required, to the Senior Health, Safety and Wellbeing Advisor to complete internal audits, assessments and investigations.</p> <p>Attend and complete Health and Safety training ensuring certification, as required, is current.</p> <p>Undertake active worker participation and engagement in Council's health, safety and wellbeing practices and projects.</p>
ADDITIONAL DUTIES	<p>Assist with Emergency events as instructed, attending relevant training as required.</p> <p>Complete other duties that may be required, as appropriate.</p>

KEY RELATIONSHIPS

EXTERNAL	INTERNAL
<ul style="list-style-type: none"> ▪ Sport Bay of Plenty ▪ Sports Clubs ▪ Hall and Theatre users ▪ Schools ▪ Event Organisers ▪ General Public ▪ Government Agencies including MBIE ▪ Contractors ▪ Regional / Local Territorial Authorities 	<ul style="list-style-type: none"> ▪ Council Elected members ▪ All staff

PERSON SPECIFICATION

QUALIFICATIONS	Recognised relevant qualification in Business Administration or equivalent work experience.
EXPERIENCE	<p>Experience and knowledge of Microsoft Office applications.</p> <p>Understanding of Record Management and Financial Management systems and financial transactions (invoicing and receipting).</p> <p>Superior written and oral communication skills.</p> <p>Understands the Treaty of Waitangi and its implications for local authorities.</p>
KNOWLEDGE, SKILLS AND ATTRIBUTES	<p>High attention to detail, excellent time management, process focussed with strong emphasis on accuracy and continuous improvement.</p> <p>Able to drive and influence decisions confidently with highly developed interpersonal and communication skills, respects others and maintains confidentiality, strong team player, flexible and willing to support others.</p> <p>Solution focused, shows initiative and inspires commitment to achieve outcomes, understands the need for key relationships, acts with honesty, transparency and empathy for people and communities.</p> <p>Excellent decision making and problem-solving ability, can confidently analyse and apply key information with good judgement and takes accountability.</p>
OVERALL	<p>Has no previous or current medical conditions, which would affect the ability to perform the duties described in the job description.</p> <p>Willing to work overtime and weekends should this be required.</p> <p>Full clean current drivers licence.</p>

I, _____ agree and accept the duties and responsibilities captured in this position description.

Employee signature

Date

OUR VISION AND VALUES

*Tō tātau matakitenga
me ngā wāriutanga*

OUR VISION *Ngā matakitenga*

Better Together **Toitū te Kotahitanga**

WHAKATĀUKI

Hūtia te rito o te harakeke,
kei hea te kōmako e kō, kī mai ki ahau.
He aha te mea nui o te ao, māku e kī atu,
he tangata, he tangata, he tangata.

*Take away the heart of the flax bush and where
will the bellbird sing? If you ask me what is the
most important thing in the world
I will tell you, it is people, it is people, it is people.*

We put **people** at the
heart of everything we do
Toitū te Tangata!

- We value relationships
- We think of others
- We listen to understand
- We value our differences

We work as **one team**
Toitū te Mahi Tahi!

- We trust and support each other
- We speak up
- We share our story
- We back each other up
- We keep each other informed and up to date
- We involve each other
- We ask for help when we need it

We are always **learning**
and **improving**
Toitū te Taumata!

- We look for success on the horizon
- We seek out opportunities to grow
- We safely make mistakes
- We strive to be better
- We're open to change and embrace it
- We ask questions and challenge assumptions
- We reflect and review
- We ask for and share feedback
- We're brave and have courage

We care about
our **environment**
Toitū te Taiao!

- We keep our communities informed
- We are stewards of our place
- We bring people together
- We consider the needs of our communities
- We improve quality of life
- We are the community

We are **passionate**
and **proud**
Toitū te Mauri Ora!

- We love this place
- We love what we do and do what we love
- We bring energy and enthusiasm
- We look to have fun
- We aim for the best version of ourselves every day
- We acknowledge our efforts
- We share success stories
- We honour our past
- We look to the future together