

Job Description



My Position

Position:	Governance Support Officer
Section:	Governance
Group:	Council Operations
Responsible to:	Governance Manager
Job Purpose:	• Provide professional administration support assistance to the Governance Manager and wider team. • Contribute to the delivery of professional governance and 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 providing meeting and technology support in the Council Chambers as required.

Our Council

Our District Vision:	Thriving resilient Tasman <i>Kia manawaroa te tai o Aorere</i>
Our Purpose:	Delivering Public Value <i>Kia whai hua mā te marea</i>

Our Values

We support our Vision and Purpose through living our values.

Auahatanga – Innovation. *I orea te tuatara, ka patu ki waho. A problem solved by continuing to find solutions.*

- We love ideas, big or small
- We delivery differently
- We learn and grow
- We give it a go
- We are brave and challenge the status quo

Kawenga – Responsibility. *Kia ū ki te pai. Stay resolute to that which is good.*

- We honour our commitments
- We act professionally with integrity
- We are honest and open
- We bring the right attitude to work
- Safety and wellbeing come first

Manaakitanga – Caring/ Sharing. *Te tohu o te rangatira, he manaaki. The sign of a leader is how they support, protect and respect others.*

- Helpfulness and respect guide us
- Our mana encourages and lifts others up
- Care and empathy are a priority
- We are always welcoming
- We freely share knowledge

Whanaungatanga – Relationships. *He aroha whakatō, he aroha puta mai. If kindness is given then kindness shall be received.*

- We connect, listen and involve
- We believe in collective success
- Our stories create shared meaning
- We embrace diversity
- We are kind and nurturing

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: information technology, governance, enterprise risk and audit assurance, procurement, health and safety, business improvement, legal services, communications and change management, people management and wellbeing.

The Group acts as a 'centre of excellence' for cross-council functions and priorities. As deputy to the, CEO the Chief Operating Officer supports the CEO's priorities and obligations to ensure the timely implementation of Council's plans that 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'.

We achieve this by demonstrating the principles of Te Tiriti, investing wisely in infrastructure, people, and tools and by respecting, supporting, and enabling others. Our systems, oversight and advice empowers our Council and our communities to make wise and enduring decisions.

My Key Result Areas

My Priorities

What am I supposed to do?	How well am I supposed to do it?
Administrative Services - Provide administration assistance to the Governance 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, Tasman Website, Workplaces and Committee Meetings Register. - Assist with staff training delivery, including coordinating, booking of rooms/venues and liaising with the Governance and internal teams and including external stakeholders when required. - Recording information and documents on behalf of the Governance Team and Councillors, into the electronic document management system (DORIS and other digital platforms). - Manage the Elected Members monthly payroll claims and expenses ensuring accurate records are submitted to Affinity and records are auditable. - Process purchase orders on behalf of the Governance team and accounts, as required. - Assist with updating of Council registers, policies and procedures when required. - Carry out other general administrative tasks as required.	Administrative Services - Assigned administrative tasks are undertaken with a high degree of accuracy, efficiency and timeliness with priority given to urgent work. - Positive feedback confirms that 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, digital workspaces and DORIS is maintained and kept up to date and straightforward to locate. - Administrative support for staff training is organised within requested timeframes. - Accurately and timely save information in DORIS. - Elected Members are paid their correct expense amounts on time. - All purchase orders and accounts are processed within Council's procedures and within a timely manner. - Standard processes, procedures and levels of service for administration and customer service are provided in a productive way. - Positive feedback from the manager and stakeholders confirms administrative tasks are undertaken in a pleasant, supportive and efficient way. - Positive contributions to improving the services provided are evident.
Governance Assistance Provide administrative support for pre and post meeting activities including filing, meeting actions, meeting room set up, providing technical support,	Governance Assistance All assigned meeting processes comply with the Council's standing orders, the LGA and LGOIMA requirements.

meeting room pack down and other administrative duties related to meetings and workshops. • Manage the scheduling of Council and Committee meetings, liaising with Nelson City Council on joint committees ensuring statutory requirements are met and associated administrative requirements are completed. • Manage Public Forum processes for Council and Committee meetings, to ensure good customer experience. • 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 Docs on Tap. • Assist with the release of material and information that 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 Governance 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.	• Assigned administrative tasks are undertaken with a high degree of accuracy, efficiency and timeliness with priority given to urgent work. • Meeting information on Council's website is accurate and kept up to date. • The meeting schedule is accurate, all elected members and ELT have awareness of future meetings, and all statutory requirements are met, including advertising. • Public Forum speakers attend the appropriate meeting, are welcomed, understand how to use technology if required and supported to speak. • Positive feedback from attendees confirms efficient and effective administration services are provided. • Administrative support in the lead up to and during local elections with nominations, special voting and support to the elections project manager is evident.
Business Process Mapping • Create and maintain Business Process Mapping for assigned governance and democracy services functions and processes as required.	Business Process Mapping • All assigned functions and processes have an up to date business process mapped.

My Contribution	
Accountability • 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 Focus • 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 • 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 • 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 the appropriate level of knowledge and understanding of the principles and application of Te Tiriti o Waitangi for my role. • I have the appropriate level of knowledge of Tikanga Māori (customs and practices) and Te Reo Māori (Māori language) for my role. • I have the appropriate level of knowledge of Council's engagement protocols with the whānau, hapū and iwi of te Taihū for my role. • I foster a culturally inclusive environment by actively engaging with and respecting Māori perspectives and practices in my work.	

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' experience in a large organisation in one of the following positions; executive support, finance or high level administration (or similar).
- Excellent digital literacy with proven knowledge of Microsoft Office suite, Zoom and experience with a range of applications.
- Experience in process design and process mapping methodologies.
- Experience in a similar work in Local Government or Government agency would be an advantage.
- Archiving experience would be an advantage.
- A Level 3 qualification in Business Administration is desirable but not essential.

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.
- Ability to move from task to task efficiently and accurately, in a high paced environment.
- 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: