

Position Description

Position Title:	Parks Business Support Officer
Reports To:	Team Leader – Parks Business Support
Responsible For:	N/A
Group and Team:	Community Spaces and Places – Parks and Recreation
Children's Worker:	No
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

To ensure the smooth running of the administration functions for the Parks and Recreation activity including the Cemetery and Crematorium portfolio. Actively working with team members to ensure a high-quality client focused interface, office administration and data input service for Parks and Recreation and is aligned to the strategic direction of Council.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Business Support Service

- Maintain a professional approach to the delivery of business support services.
- Ensure standardised documentation across the team supports the procurement of services, contract monitoring, asset data collection and reporting to Council.
- Provide secretarial support to the Parks Management team as resources and workloads require.
- Greet all visitors to the reception area promptly, and in a professional manner.
- Respond to all enquires in a professional and competent manner.
- Ensure the effective and timely processing of Requests for Service and Parks booking inquiries.
- Ensure the Request for Service system and Parks booking system is well executed and all Parks and Recreation staff use it for reporting.
- All enquiries (email, phone, fax, face-to-face) are recorded accurately and conveyed to the recipient as soon as they become available. Any urgent action required is brought to the immediate attention of the team leader, or relevant manager.
- Ensure instances of non-compliance with processes and systems are reported to management and issues addressed.
- Undertake a high standard of typing for the Parks and Recreation team including correspondence, reports and spreadsheets. All typing is completed within the timeframe requested, with a high standard of accuracy.

Planning and Reporting

- Provide timely, accurate and concise reports as requested by the team leader.
- Ensure all invoicing, journals and accounts payments for the Parks and Recreation team are completed in a timely manner.
- Ensure managers are supported in the preparation of preliminary budget estimates through the provision of basic budgeting and computer support.
- Ensure managers are supported in the processing of contract claims.
- Ensure Official information Act (OIA) requests are responded to within regulatory timeframes and the information provided is accurate and complete.
- Ensure full compliance with all legislative requirements, including Health and Safety.

Parks and Recreation Information Services

- Provide oversight of information systems and supporting staff to maintain and extract information.
- Provide support to the Parks and Recreation team to maintain sound parks records and asset data capture methods. This includes the production of high-quality data entry on time when assigned.
- Ensure Parks records are readily accessible to the wider organisation.
- Ensure staff are provided with the support they need to keep records and asset information up to date.

Public Relations

- Ensure excellent promotion of public relations with suppliers and contractors.
- Liaise with members of the public in a friendly and professional manner, providing information and responding to enquiries as needed.

Cemetery and Crematorium Services

- Manage and deliver high quality customer service for the Cemetery and Crematorium.
- Ensure all records for the Cemetery and Crematorium are accurately maintained.

- Ensure funeral directors are well informed and there is a coordinated schedule for burials and cremations.
- Ensure that management is provided with schedules of burials and cremations and confirmation of burial sites.
- Ensure the Cemetery team is supported and kept up-to-date regarding administration and customer service for all Cemetery and Crematorium activities.
- Assist in ensuring both burials and cremations occur seamlessly, promptly and in a professional manner.

Health and Safety

- Promote and uphold best practice health, safety, and environmental standards by actively engaging in initiatives that ensure a safe and healthy environment for all employees, contractors, and visitors at ICC sites and offices.
- Comply with the Health and Safety at Work Act 2015 and adhere to all ICC health and safety policies and procedures.
- Ensure all workers within your area of responsibility are aware of, and comply with, relevant health and safety requirements.
- Take reasonable care of your own health, safety, and fitness for work, while ensuring your actions do not put others at risk.
- Avoid any actions or omissions that could cause harm or illness to yourself or others.
- Promptly identify and report hazards, incidents, accidents, and near misses to management.
- Actively participate in health and safety meetings, discussions, and training sessions.
- Correctly use all required personal protective equipment (PPE) and clothing provided for designated tasks.

Note: Specific performance measures for this position will be discussed between you and your manager through the performance development plan process

What You Will Bring

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

Education and Qualifications

Essential:

NZQA Level 4 certificate in business administration, or similar, or equivalent experience
Current full New Zealand drivers' licence

Desirable:

Tertiary qualification in Business Administration (Level 5)

Knowledge, Skills and Experience

Essential:

2 – 3 years' experience in an administration or customer service role
An ability to develop and implement new business processes
Well-developed computer knowledge and skills, particularly in the use of Microsoft Office
Strong interpersonal skills with the ability to build relationships and work collaboratively across teams
Experience in coordinating meetings, preparing reports and documentation, and supporting managers
Ability to develop and implement new business processes
Proven ability to provide exceptional customer service
Excellent written and verbal communication skills
Excellent time management skills with ability to prioritise and meet deadlines
Demonstrated ability to produce concise, accurate and timely reports, both in oral and written form
Experience managing public enquiries, requests, and complaints in a professional and timely manner
Sound understanding of financial and administrative processes, including invoice processing, coding, and budget tracking

Desirable:

Experience in financial account management
Knowledge of the assets and services delivered through the Parks and Recreation division
Knowledge of relevant legislation as it relates to Information Management, Cemeteries and reserves
Prior experience in the use of Databases

Agreement

Employee

<i>Name</i>	<i>Sign</i>	<i>Date</i>

Manager

<i>Name</i>	<i>Sign</i>	<i>Date</i>

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health, Safety and Wellbeing

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health, Safety and Wellbeing policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.