

JOB DESCRIPTION

Job Title	Roading Administrator, Contracts and Customer
Position Status	Permanent
Business Unit & Team	Roading, Service Delivery
Reports to	Manager, Roothing Contracts
Direct Reports	N/A
Base Location	Mangawhai/Dargaville
Salary Grade	Grade 10
Delegations	Nil
Key Internal and External Partners/Customers	Internal - Roothing, Finance, Customer Support teams External – members of the public, local residents, regulatory authorities, operations and maintenance contractor(s) and consultants, utility providers, and NZTA.,

ABOUT KAIPARA

Kaipara te Oranganui. Two oceans, two harbours.

Kaipara district extends from coast to coast, to the Waipoua Forest in the north and Pouto Peninsula in the south. It includes iconic beaches, kauri forests, rich farmland and rugged landscapes. People come from all over to experience this special part of the world, and we are privileged to play an important part in making Kaipara the place to be.

Our team is committed to Kaipara communities. We deliver essential services including roads, water, waste services, recreational facilities, libraries and regulatory services. Council staff engage our communities to contribute to key projects and plans, and support them to achieve their own. We love what we do, and have a real passion for our people and our place.

At Kaipara District Council, we know there are some important ingredients to develop a strong and supportive culture for our people to thrive, these are our values - mahi tahi (team work), mahia te mahi (make it happen), mana (integrity), whakaute (respect), and pono (trustworthy). These values guide how we work together as a team and alongside our diverse communities.

ROLE PURPOSE

To support the delivery of Council's roading programme by providing administrative, customer service, information management and business support services across the Roothing team, including contract coordination, financial administration, statutory request support and customer engagement activities.



Whakaute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK



Pono
TRUSTWORTHY



Mana
INTEGRITY

KEY RESPONSIBILITIES

Contract Administration and Technical Support	• Assist with the co-ordination, preparation, and administration of roading contracts, tenders, renewals, and variations in accordance with Council policies and public sector standards. • Liaise with professional service providers, contractors, consultants and internal stakeholders to support the delivery of roading services. • Maintain accurate and up-to-date contract registers, databases and supporting documentation. • Support the monitoring and reporting of contractor performance, including maintaining Key Performance Measures (KPMs). • Coordinate and respond to LINZ enquiries by collating road asset, property and legal road information, maintaining accurate records, and supporting documentation requirements for road legalisation, stopping and survey-related matters. • Coordinate the preparation and review of Roding LIM responses, ensuring information is accurate, complete and provided within required timeframes. • Contribute to contract-related audits and investigations and assist with quality assurance processes, data collection, and asset information updates. • Assist with the preparation of reports, including monthly and quarterly summaries and health and safety updates.
Financial Administration	• Support financial processes for road maintenance and infrastructure contracts, including raising purchase orders, processing invoices, and coding transactions accurately. • Assist with monthly accruals, financial reconciliations, and tracking contract expenditure. • Work closely with Finance to maintain alignment between contract payments and Council's financial systems. • Coordinate contracts claim processing and ensure timely release of contract bonds. • Assist the Asset Management Team in preparing NZTA funding claims in collaboration with relevant staff i.e Emergency Work Funding.
Customer and Stakeholder Engagement	• Monitor and manage service request workflows, ensuring customer expectations are met and requests resolved efficiently. • Manage the Roding team inbox, triaging and assigning correspondence to appropriate staff, monitoring response progress, and coordinating the preparation and distribution of regular roading reports. • Assist with maintaining team leave calendars, coordinating meeting schedules, booking rooms and resources, and supporting day-to-day team administration. • Act as the first point of contact for roading service requests across multiple channels as the roading team customer engagement lead, coordinating timely solutions and accurate communication between suppliers, contractors, customers and the roading team. • Coordinate requests for temporary real estate signage and extension approvals within the road corridor, liaising with applicants and the Monitoring team to ensure timely processing and communication.



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- Lead the coordination, tracking and reporting of roading complaints, maintaining the complaints register and monitoring compliance with Council response timeframes.
- Assist with the collation of information, record retrieval and preparation of responses to LGOIMA requests, ensuring statutory response timeframes and Council requirements are met.
- Document, maintain and improve roading team processes and workflows, using tools such as Flowingly to support consistent service delivery, knowledge management and continuous improvement.
- Build and maintain positive and sustainable relationships and trust with customers and external partners, advocating for a 'customer first' approach within the team.
- Maintain accurate records of customer interactions, analyse service trends, and support the improvement of systems, methods, efficiency and quality of services provided to customers.
- Promote the reputation and responsiveness of Council through clear, respectful and proactive communication.

KDC CORE RESPONSIBILITIES

Health, Safety & Wellbeing	• Take care of your own health, safety and wellbeing and that of others affected by your work • Ensure prompt reporting of all Health and Safety hazards or incidents
Professional Development	• Participate in monthly and yearly roadmap planning and chats with your manager • Actively participate in professional development initiatives to keep up to date in your area of expertise and to continuously develop skills and capabilities. • Complete annual mandatory learning.
Other Organisational Responsibilities	• Provide CORE customer experience (connected, open, reliable and easy) • Champion our values • Adhere to our ways of working (WoW) • Observe KDC policies, procedures and guidelines • Contribute to continuous improvement by identifying systems, processes or documents to improve and making changes to keep up with legislation, trends or best practice • Maintain records in compliance with the Public Records Act 2005 • Be involved in the readiness for emergencies by attending relevant Civil Defence Emergency Management training as required • Participate in any required Civil Defence exercises to ensure that essential services are maintained during emergencies • Other tasks and/or projects as assigned

COMPETENCIES

Leader of Self

- Work Together



Whakaute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahī
TEAM WORK



Pono
TRUSTWORTHY



Mana
INTEGRITY

- Deliver Results
- Embrace Innovation and Change
- Customer Experience Excellence
- Informed Decision Making
- Effective Communication

SUCCESS PROFILE

Qualifications & Experience

- 2+ years' experience in a customer-facing administrative role, preferably within local government, roading or infrastructure services.
- Experience with contract or financial administration, including invoicing and claims processing.
- Exposure to contract conditions and administration principles, public sector procurement, or tendering processes (desirable).
- Experience in database entry and reporting.
- Familiar with Engineering Standards/Codes of Practice (desirable).
- Current First Aid qualification (desirable).

Role Specific Skills & Attributes

- Commitment to deliver an exceptional customer experience that is aligned with the guiding principles of +CORE and our Council values.
- Interpersonal skills and experience in dealing with a wide range of people including complaint handling and service request tracking.
- Accurate and methodical record-keeping, with attention to detail and data integrity.
- Strong verbal and written communication skills.
- Commitment to teamwork and collaboration.
- Effective time management and a proven ability to work to deadlines.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook), and document management systems.
- Accurate and fast keyboard and data entry skills.
- Experience in Thinkproject (AWM) database (desirable), or other relevant asset management software.

Other Role Requirements

This role requires:

- regular travel across the Kaipara region
- a full NZ Driver License

ORGANISATION CHART



Whakaute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



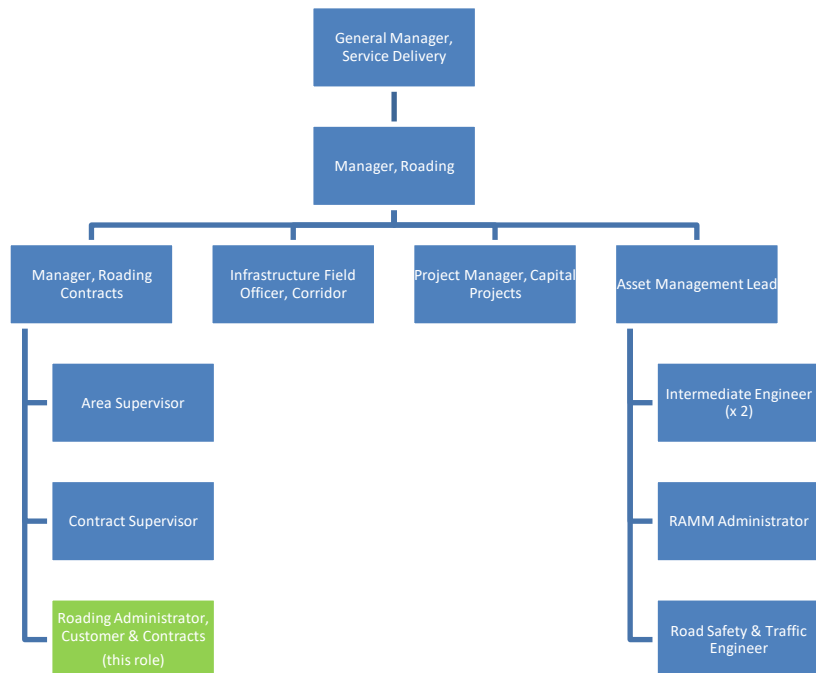
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