

Kia Ora Applicant,

Thank you for your interest in the advertised position with our Council. This document tells you a little bit more about who we are, the role here and some things about our district.

About our Organisation

Our Character

The South Taranaki District Council (STDC) is a mid-sized local authority with around 220 staff (208 FTEs). We are a rural local authority operating in one of New Zealand's most vibrant economic regions and are responsible for a wide range of local services including roads, water reticulation, sewerage and refuse collection, libraries, parks, recreation services, local regulations, community and economic development, and town planning. The Council's main office is based in Hāwera (population approx. 12,000) and there are several satellite offices in towns throughout the district.

We are a progressive, values-based organisation, which is dedicated to providing quality services and facilities for our communities. We place a strong emphasis on our organisational culture, which is in turn supported by high levels of employee engagement.

Living our Values

We see our values as more than just guidelines, they are the foundation of our organisation's culture. We encourage all of our employees to adhere to the Council's values. This means behaving with a high level of professionalism and integrity, showing respect towards colleagues and the community.

Values and Common Purpose



About our District

South Taranaki, a better lifestyle

South Taranaki is one of the three districts which make up the greater Taranaki region – which was voted the 2nd best region in the world to visit in 2017 by Lonely Planet. South Taranaki is situated on the west coast of the North Island with the main centre, Hāwera (pop 12,000) roughly midway between Whanganui and New Plymouth. The district has a population of approximately 30,400 people spread throughout seven towns and a number of smaller rural and coastal communities, all of which have a strong sense of community.

In terms of lifestyle, it doesn't get much better than South Taranaki. Recreational opportunities abound and everything is at your doorstep - the mountain and the sea are only a stone's throw apart. The rugged coastline offers some of the best surfing and windsurfing in New Zealand (Surf Highway 45 is considered one of the best surf coastlines in the world) and the fishing off the South Taranaki coast is just superb. The breath-taking Mount Taranaki provides great walking and tramping opportunities.

South Taranaki has an amazing number of high-quality facilities that districts our size would usually struggle to have. From a state-of-the-art multi-purpose sport, events and recreation complex to modern cinemas, function centres, libraries, art galleries, museums, parks and aquatic centres - South Taranaki boasts all the benefits of a city without the hassles. Add to that, minimal traffic, low unemployment, affordable housing and safe, caring communities and you'll see why South Taranaki is the perfect place to raise a family and call home.



What this job involves

Nature and Scope

This role provides end-to-end administrative coordination for the Governance Team and wider organisation, enabling leaders and teams to operate efficiently and meet business priorities. The position works across a broad range of activities including diary and meeting coordination, document production and quality control, office and fleet administration, and support for internal events, travel and training.

The Administration Officer works closely with Leadership Team members, their management teams, internal colleagues and external suppliers, and is often the first point of contact for coordination and information. The role requires sound judgement, discretion and a high level of accuracy, with responsibility for maintaining records, tracking key information and ensuring timely follow-up on actions, while adapting to changing priorities in a busy environment.

Other Duties

The employee will undertake other activities, duties or internal projects as directed by their Manager/Group Manager in an efficient and effective manner.

The Position

This is a permanent full-time 40 hour per week position based at the Administration Building in Hāwera and will report directly to the Governance Team Leader.

Salary and Conditions

The Council operates under a Total Remuneration Strategic Pay grading system and the grade for this position is **10**. The salary range for this position is between **\$64,980pa and \$72,200pa** and the appointed starting level will be dependent on skills and experience and will be discussed during interviews with shortlisted candidates.

Hours of Work

Council's offices are open to the public from 8.00am to 5.00pm, Monday to Friday. Hours of work for the position to be filled will be discussed at the interview.

Relocation Expenses (Permanent Positions Only)

The Council may assist with relocation expenses for household goods only on the basis of at least two competitive quotes. Should the appointee leave the Council's employment for any reason within a period of two years of the appointment, the Council will require the appointee to refund the removal cost on a pro rata basis.

Applications

If you would like to join NZ's most "Can Do Council", please apply online via the Council's website, www.southtaranaki.com under Council Vacancies. The deadline time and date for applications is stated on the Application Form.

If your application is successful, the information on your application form will become part of the Council's personnel records.

Thank you again for considering joining Council's staff and if you would like more information on this position or to discuss what it's like to work for an outstanding rural local authority, ring us on 278 0555 (local) or 0800 111 323.

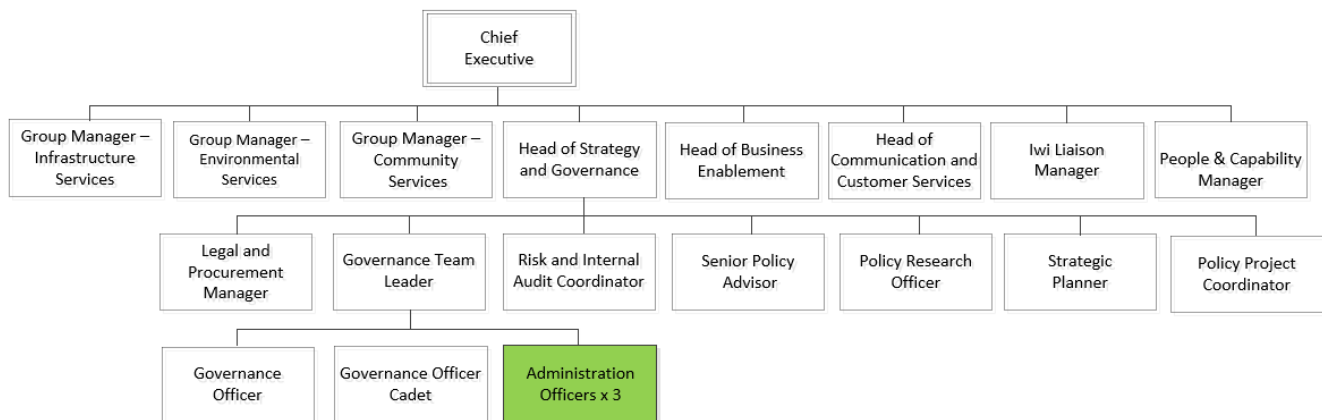
You will find the job description for the position and Council's Vision and Values on the next few pages.

PEOPLE & CAPABILITY TEAM

Position Description

Position Details			
Title:	Administration Officer		
Unit:	Governance	Group:	Strategy and Governance
Position Reports to:	Governance Team Leader		
Salary Grade:	10	Staff Management:	Nil
Position Occupant:	Vacant		
Date Created:	March 2026	Date Last Reviewed:	

Position Objective
The purpose of the position is to provide administrative assistance to the organisation including calendar management for Leadership team members, purchasing of office supplies, fleet administration, document support, catering and associated duties.



Important Functional Relationships	
Internal	Purpose of Contact
Council staff	To collaborate with internal stakeholders including but not limited to Customer Service, Finance, Health and Safety, Legal, Policy, Roading, Infrastructure, and Iwi Liaison to ensure policy development, implementation, and decision-making is informed, legally compliant, and culturally sensitive. That all operational matters including but not limited to public communication, payroll, health and safety, and vehicle maintenance are managed effectively.

External	Purpose of Contact
General Public	Responding to enquiries, providing information, and directing requests appropriately.
Iwi	Support partnership commitments and culturally appropriate engagement with iwi.
Suppliers and Service Providers	Event coordination, catering, venues, fleet, and travel-related arrangements.
External Agencies	Administration and information coordination on behalf of Group Manager.
Training and Travel Providers	Arranging staff training, travel and accommodation bookings.

Position Duties and Functions

Administration

- Undertake to a high standard all administrative activities for leadership team members and their management teams.
- Manage Leadership team members' calendars, booking appointments/meetings and rearranging meetings as required.
- Assist with processing and formatting documents in line with the organisation's style and writing guides.
- Undertake the administrative tasks for the organisation's fleet including vehicle checks and coordinating maintenance of the pool vehicles and tasks received through fleet@stdc.govt.nz.
- Coordinate large mail outs with printing, enveloping and sending.
- Coordinate all travel and training requests.
- Collate and maintain key statistics as required.
- Monitor deadlines and the status of projects where required and follow-up where required.
- Order stationery, office supplies, uniform and PPE, maintain appropriate stock levels and maintain records as required.
- Process the charging and journaling of stationery, printing and printers for the organisation.
- Coordinate technical printer faults with the printer provider.
- Coordinate and prioritise requests received through support@stdc.govt.nz.
- Review and maintain the NZ Standards Database for the organisation and purchase NZ Standards when required.

Meetings and Events

- Attend, record and distribute minutes of internal meetings and any other meetings as required within the required timeframes.
- Coordinate events as required, including organising catering and booking venues.
- Clean the cafeteria and Council Chamber kitchens and ensure they are kept clean and tidy.

Documentation and Reporting

- Create and format presentations, reports and other documents as required ensuring all documents are formatted correctly.
- Coordinate all reporting requirements for the Council including financial and non-financial reporting, reporting to Council and all Council committees, Chief Executive's quarterly report and CE's newsletters, ensuring all documents are formatted correctly.
- Assist staff with using organisational templates and update templates where required.

Information and Data Management

- Develop and maintain databases as required.
- Save documents in Orion as required, ensuring naming conventions are correct and documents are saved in the appropriate area.

Communication and Quality Assurance

- Check external communications prior to distribution, ensuring information is accurate and easy to understand (jargon-free).

Generic Key Duties and Tasks

Health and Safety (Employee)

- Take all practicable steps to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or failures to carry out actions.
- Demonstrate a personal commitment to Health and Safety in accordance with STDC's Wellbeing, Health and Safety Policy statement, induction declaration and Health and Safety Manual requirements.
- Manage Contractor Health and Safety as per the Contractor H&S Manual and system (when this is a requirement of the position).
- Ensure any known risks or hazards are identified and reported to the organisation.

Information Management

All staff are responsible for:

- Complying with the Council's documented records management policy, processes, procedures and guidelines.
- Using the Council's approved information repositories to create or capture records.
- Learning how to file and find records in the Council's approved information repositories.
- Ensuring no records are destroyed or removed without approval from Information Management.

Civil Defence

- Attend Emergency Management training at Coordinated Incident Management System – Level 3.
- Encouragement to take an active part in Civil Defence Emergency Management (CDEM) planning and implementation consistent with the key responsibilities of this position.

Iwi/Council Partnerships

- Demonstrate respect for mana whenua, understand the values within *He Pou Tikanga*, and be aware of the Council's partnership commitments to iwi and Māori.

Other

- Other duties as directed, within the skills and capabilities of the employee.

Attributes and Capabilities

Accountability

- Taking initiative to solve problems or improve processes without being told.
- Making smart decisions when juggling multiple tasks and seeking help when necessary.
- Acknowledging errors without making excuses or pointing fingers.

Attention to Detail

- Ensures information is complete and accurate.
- Follows detailed procedures and ensures accuracy in documentation and data.
- Organises and maintains a system of records.
- Follows up with others to ensure that agreements and commitments have been fulfilled.

Computer Competency

- Computer-literate with software proficiency covering a variety of applications.
- Familiar with and working knowledge of Microsoft applications (Word, Excel, Outlook, PowerPoint, Publisher).
- Understands Microsoft operating systems.

Customer Service

- Understands the vision, role and standards of service.
- Quickly and effectively solves customer problems.
- Recognising the escalation of a customer's threatening behaviour.
- Let customers know he/she is willing to work with them to meet their needs.
- Provides a prompt and efficient service responding to requests such as emails, phone calls, and other verbal requests within agreed timeframes.
- Ensures information is accurate and easy to understand (jargon-free).
- Follows up all matters to ensure the customer is aware of the status of the query/complaint.

Initiative

- Identifying what needs to be done and doing it before being asked or before the situation requires it.

- Does more than what is normally required in a situation.

Personal Credibility

- Demonstrates concern that one be perceived as responsible, reliable, and trustworthy.
- Does what he/she commits to doing.
- Develops a reputation for giving honest and truthful information that can be verified.
- Carries his/her fair share of the workload.
- Takes responsibility for own mistakes; does not blame others.
- Builds a reputation for truthful and ethical behaviour.

Problem Solving

- Carefully weighs the priority of things to be done.
- Anticipates problems, opportunities and needs of the organisation.
- Evaluates alternative courses of action.
- Implements solutions and evaluates the results.

Stress Management

- Remains calm under stress.
- Maintains a sense of humour under difficult circumstances.
- Manages own behaviour to prevent or reduce feelings of stress.
- Seeks advice, when necessary, from managers, HR and Health & Safety.
- Deals with problems promptly, rationally and responsibly.

Thoroughness

- Monitors the quality of work.
- Verifies information.
- Checks the accuracy of own and others' work.
- Organizes information or materials for others.
- Sets up procedures to ensure high quality of work (eg. review meetings).
- Develops and uses systems to organize and keep track of information or work progress.

Working Independently

- Completes work without direct instruction meeting all agreed deadlines and standards.
- Maintains self-motivation and initiative.

Knowledge, Experience, Qualifications & Skills

Essential

- 3-5 years' experience as an Administration Officer.
- Thorough knowledge and experience with the Microsoft suite (Outlook, Word, Excel, Teams, Publisher and PowerPoint).
- An ability to maintain confidentiality and professionalism.
- Strong organisational skills and ability to effectively manage time and monitor others' ability to do the same.
- Strong communication skills
- Knowledge of Tikanga Māori.
- A valid NZ full or restricted driver's licence.

Desirable

- Ability to administer databases.
- Experience working in Local Government.

Care and Responsibility

All employees are expected to care and be responsible for the organisation's resources, relationships, and reputation. This includes demonstrating care, integrity, and accountability in all aspects of their work, contributing to the long-term sustainability and wellbeing of the organisation, the community, and the environment. Employees are encouraged to make decisions and take actions that reflect the organisation's values and support its strategic goals.

Changes to Position Description

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment - including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for performance planning for the annual performance development planning (PDD) cycle or as required. No significant changes to this position description will be made without consultation and agreement of the position holder.