

**JOB DESCRIPTION**  
**November 2024**

**Title & Reporting Relationships**

<b>Position Title:</b>	<b>Officer Administration Support Te Āpiha Tautoko Whakahaere Mahi – Mahinga Operations Team, Infrastructure Service Group</b>
<b>Grade:</b>	SP 10-11 <i>*appointment will be made pending skills, experience and the organisational needs at the time</i>
<b>Reports to:</b>	Team Leader Operations Office and Plant Administration
<b>Direct Reports:</b>	Nil
<b>Indirect Reports:</b>	As may be required pending the nature of a project or specific section of work programme
<b>Purpose of the Group and the Position:</b>	<p><b>The Infrastructure and Asset Management Group</b> comprises: Development Control; Project Management Office; Operations; Access and Transport; Stormwater and Coastal Assets; Water and Wastewater Services; Property and Facilities Maintenance; and Emergency Management. The Group is responsible for developing, implementing and maintaining the appropriate infrastructural and asset management processes and practices to achieve the Council's required levels of service in an efficient, effective sustainable and customer friendly manner.</p> <p>Within this Group the Officer Administration Support role works within the Operations team to assist the Team Leader in the provision of consistently high service delivery levels across the range of the Operations team administration tasks which are effective and responsive to the services delivered from the team across the District. Depending on the skills and experience, Officer Administration Support may be assigned a particular focus area within the range of tasks covered by the team.</p> <p>This role is responsible for establishing and maintaining effective, co-operative, and professional working relationships with all stakeholders including:</p>
<b>Internal Customers:</b>	<ul style="list-style-type: none"> <li>• Team Leader Operations Office and Plant Administration</li> <li>• Operations Manager</li> <li>• Operations Supervisors &amp; Staff</li> <li>• Call Centre / Customer Engagement Team</li> </ul>

- Finance Team
- Human Resources Advisors / Payroll team
- Digital Services Team
- Emergency Management Manager & Team
- Treatment Plants Managers & Team
- Staff from across other Council Teams

**External Customers:**

- Public / Customers / Ratepayers
- Regional Public Health
- Training / Service Providers
- Suppliers
- Contractors / Developers / Builders
- Greater Wellington Regional Council

### KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, Council must be well positioned and supported to meet the current and future needs of our communities for good quality local infrastructure, local public services, and performance of regulatory functions in a way that is cost-effective for businesses and residents. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influences how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

We require all staff to demonstrate behaviours that underscore our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers’ needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of Te Tiriti o Waitangi within the context of a local authority.

### Functional Key Requirements

The Officer Administration Support will be responsible for completing the administration functions at the Operations Depot, ensuring all administrative support services provided by the Depot Office are of the highest standard and delivered in a timely and professional manner. This role is pivotal in supporting other members of the administration team and will provide back-up and cover to other team members across all administrative and financial functions carried out within the Operations Office as and when required by the Team Leader or Operations Manager.

Due to the range of tasks and responsibilities undertaken by the Administration team, the Team Leader may assign a particular focus area pending the workload and the priority areas for the teams service delivery.

### General Administration

- Provide support as required to the Office Team Leader and Officer Administration Support (2) to ensure continuity of service delivery to internal & external stakeholders including phone calls, reception desk, RT unit and operation of security gates.
- Provide administrative support to Operations staff to ensure all documentation & correspondence is completed in accordance with Council standards.

- Produce regular reports to verify data accuracy and completeness and enter any other data collected into established spreadsheets and databases as required.
- Maintain staff databases and spreadsheets to ensure all information is current and up-to-date – liaise with Finance and Payroll.
- Generate a job costing transaction report weekly to ensure all plant hours entered is correct and entered to the correct job and equipment number.
- Run weekly Supervisor Reports and ensure all information entered is correct – provide to Supervisors for their verification and return to Team Leader to process.
- Collate all data and information needed to produce accurate Treatment Plant Report on a monthly basis – also to supply quarterly data to Treatment Plant Supervisors and Treatment Plant Manager for Wellington Regional Council and DIA reporting.
- Produce reports from job costing and the financial system as and when required by Supervisors and Managers.
- Enter all reinstatements into RAMM and liaise with contractors to complete work in a timely manner. Liaise with Supervisors and the Roding Team to ensure all reinstatements are done to standard and to close open Corridor Access Requests.
- Maintain system procedures and protocols as required and ensure all forms and documentation is up-to-date, accurate and accessible.
- Produce regular reports from the service request system to monitor targets and that all requests are completed within the required timeframes.
- Manage Cemetery Team requirements – arrange correct equipment needed for burial to enable team to complete preparation for burial on time.
- Reporting service strikes – telecoms, electricity, fibre and gas to the appropriate suppliers, issuing order and ensuring staff member complete incident form to be entered into database.
- Monitor and process reticulation inspections.
- Log and monitor reticulation water shutdowns – planned and unplanned.
- Managing of the Piusi diesel system including readings, issuing of new key cards etc.
- Monthly diesel reading and Lab information to be entered into MagiQ.
- Ensure employee communications are circulated to all staff and updated as required.
- Assist with arrangements for meetings, including note taking and agenda compilation as required by the Operations Manager.

### Data Entry

#### **Timesheets:**

- Daily alpha-numeric data entry of timesheets and plant into MagiQ job costing system.
- Report daily to Supervisors / Team Leaders to liaise with staff members that have not submitted timesheets.
- Complete checking and processing of timesheets, ensuring they are approved, all leave is processed correctly (including ACC) and validating weekly timesheets.
- Enter staff leave into Outlook and Kiosk and ensure Supervisors approve leave in a timely manner.
- Collate all timesheets, scan, save and send originals to Payroll weekly within required timeframes to enable processing for scheduled payruns.
- Ensure all medical certificates for Operations team are scanned and forwarded to the Office Team Leader, Payroll and HR.
- Generate a payroll input report and compare with the timesheet check list to ensure all hours worked are correct and standby entered correctly.
- Ensure updating of general ledger in MagiQ weekly after all timesheets and service request have been processed and entered into job costing.

- Correlate with Finance and Payroll in regards with new Operations team staff setup procedures – employee number, employee financial codes and allowance codes.
- Ensure information for new Operations team staff members is added into the correct databases and spreadsheets as required and all employment information is forwarded to Human Resources Advisors/Payroll.

#### **Service Requests:**

- Operate and monitor the Customer Service Request System, including creation and follow up of overdue requests.
- Print overdue service request lists for each team and liaise with Supervisor to extend, close or reassign requests.
- Ensure service requests are correctly assigned and are handed to the correct team to action and appropriate tailgate sheets are attached.
- Ensure that Supervisors / Staff are contacted immediately when a service request with a deadline of one to five hours are received to enable the team to reach KPI's.
- If and when required to look-up and print Council service plans from GIS.
- Order service plans from appropriate service providers. Liaise with Supervisors regarding traffic management plans and attached the correct plan to the corridor access request in Submitica.
- Create and close off service request in MagiQ – detailing when and what the staff did to complete job – ensure dates and times correlate with what staff member has noted.
- Review and amend information in the job costing system to ensure correct capture of classification, profit centre, GL code, etc.
- Check tailgate sheets attached to jobs to ensure that staff correctly completed sheets and undertake daily entry of stock used into MagiQ job costing. Follow up with Team Leaders/Supervisors where Tailgate forms are incomplete.
- Ensure all tip dockets are entered into MagiQ job costing – reconcile supplier invoices, create order and receipt. If any dockets are missing investigate and liaise with Managers and Supervisors to enable data entry to the correct job.

#### **Health & Safety Administration**

- Record and maintain staff training records and certifications in Vault and ensure training and qualification/competency information is provided to Human Resources Advisors for personal file records.
- Enter accidents / incidents / near misses into Vault and advise Managers and Supervisors to enable investigations to be completed in a timely manner.
- Update and maintain database if and when new chemicals are bought.
- Issue staff members with the correct SDS sheets for products use and ensure that the SDS sheets in the database as well as hard copies are current and correct.
- Ensure weekly vehicle / trailer quality checks are undertaken by staff – follow up with Managers / Supervisors if not completed.
- Assist Supervisors and Team Leaders with Agrichemical Store stock take and update all records. Check products in the Agrichemical Store are segregated, in the original containers and the labels readable. Escalate to Operations Manager any non compliance for urgent attention.
- Liaise with Supervisors and Team Leaders to ensure Agrichemical Use and Tracking Record is completed by staff member using chemicals.
- Purchase PPE / corporate clothing as required by the Team Leader for the wider council teams.
- Maintain a well-stocked inventory of the correct and required PPE and liaise with suppliers regarding pricing, new products and alternative products.
- Enter all PPE issued into the correct database and ensure that the products in the database are up-to-date with correct pricing and information.
- Update and maintain database if and when new chemicals are bought.

#### **Fleet and Plant Administration**

- Ensure all maintenance is carried out within DoL Occupational Health and Safety guidelines and in line with supplier recommendations.
- Monitor, reconcile and report on the fuel accounts and fuel efficiency of council vehicles as required by the Team Leader.
- Ensure all council vehicles are properly logoed and maintained to a high standard of cleanliness and presentation.
- Provide instruction as part of new staff induction and new equipment procurement as to the safe use and maintenance of council assets.
- Manage and maintain provision and certification of fire extinguishers and first aid kits in vehicles.

#### **Fleet Administration**

- Monitor, maintain and update all vehicle certifications to comply with relevant legal requirements.
- Ensure all maintenance is carried out within DoL Occupational Health and Safety guidelines and in line with supplier recommendations.
- Maintain service history records to ensure that all warranty conditions are adhered to.
- Co-ordinate monthly inspections of pool vehicles to identify maintenance requirements in a proactive manner.
- Ensure all vehicle or plant purchases are entered into relevant databases in a timely manner.
- Ensure all council vehicles are properly logoed and maintained to a high standard of cleanliness and presentation.
- Provide instruction as part of new staff induction and new equipment procurement as to the safe use and maintenance of council assets.
- Manage and maintain fire extinguishers and first aid kits in vehicles.

#### **Purchasing and Stock Control**

- Liaise with Managers, Supervisors and Office Team Leader to co-ordinate the purchase of goods as required including, but not limited to, canteen supplies, protective clothing, stationery, office equipment, stock items, tools and equipment ensuring compliance with Council's purchasing policies and processes.
- Liaise with suppliers and service providers in the purchase of materials and equipment ensuring a transparent supplier selection process is maintained in alignment with the council's procurement policy.
- Undertake financial processing of purchase orders including, creating new purchase orders and processing invoices, ensuring coding, pricing and quantity of good received is correct.
- Subsequent reporting, managing stop codes and completing reconciliations as required.
- Liaise with Accounts team, staff and Supervisors to ensure purchase orders are accurate, complete and supplier invoices paid promptly.
- Regularly review preferred supplier listing to ensure best possible outcome is achieved for the organisation.
- Monitor and ensure that all purchases are carried out in compliance with Council's purchasing policies and processes.
- As required by the Team Leader, assist with coordinating providers / suppliers for regular vehicle repair and maintenance.

#### **Stock Control:**

- Assist Supervisors and Office Team Leader with Financial Year End stock take.
- Review stock prices fortnightly and adjust any pricing that is required.
- Assist Supervisors with receipting of stock orders and sending information to Finance.

### **Personal Key Results**

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively, and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self-development to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of Te Tiriti o Waitangi and its application for the Council.

### **Health and Safety**

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying work place risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- Taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment;
- Reporting any risks and/or hazards you become aware of in the workplace;
- Observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment;
- Notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours;
- Notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- Complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

### **Essential Skills, Knowledge and Experience**

- Effective interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for working with a wide range of people within and outside the organization.
- Demonstrated effective communication skills (both oral and written).
- Effective time management and organizational skills and ability to work effectively without supervision and collaboratively as an effective team member.
- Demonstrated sensitivity and good judgment handling diversity of information.
- Experienced in collecting, collating and formulating data for presentation.
- Analytical skills combined with a high level of numeracy.
- Demonstrated understanding of vehicle servicing and maintenance requirements.
- High level of PC operational ability and demonstrated experience with common software and the Microsoft Office suite of programs and competency using MS Excel to an intermediate level.
- Understanding of accounting principles and previous experience using computerised financial management systems.
- Proven capability to learn new systems and processes.
- Holder of a current and valid New Zealand Drivers Licence with no restrictions.

## OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

### **Te Tiriti o Waitangi**

Kapiti Coast District Council has a responsibility to contribute to meeting obligations under Te Tiriti o Waitangi. Meeting our commitment to Te Tiriti will contribute towards creating an organisation that is grounded, dynamic and resilient and supports our organizational values of being Caring, Dynamic and Effective in how we work.

Staff will contribute to the promotion of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for matters related to and important to them within the Council management processes and procedures.

Inclusion of Te Tiriti o Waitangi within all aspects of the role and its outcomes is necessary, while ensuring the engagement processes include appropriate mechanisms to meet the needs and aspirations of our hapori Māori, informed by our mana whenua partners – in an appropriate and safe manner.

To give effect to our responsibilities and achieve our respective outcomes – Tiriti training will be appropriate and organised through Te Rōpū Hononga ā-lwi / lwi Partnerships Group.

### **Civil Defence, Emergency Management and Business Continuity Duties**

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence and/or Emergency Management duties in the event of an emergency. (Training will be given as appropriate.) Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

### **Performance Review**

Performance in this position will be assessed in terms of an agreed performance plan.

## JD APPENDIX - GENERIC ORGANISATIONAL COMPETENCIES

<b>Leadership</b>	<ul style="list-style-type: none"><li>• All employees of the Council are expected to be leaders in supporting the Council's vision, role modelling the delivery of consistent high customer service levels to internal and external customers and championing Council values.</li><li>• Leaders are expected to actively contribute to achieving the</li></ul>
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	<p>Council's aspirations with respect to the relationships with Te Āti Awa ki Whakarongotai, Ngāti Toa Rangatira and Ngā Hapū o Ōtaki; and be willing and able to provide thought leadership and quality advice to enable our elected members to make good decisions.</p> <ul style="list-style-type: none"> <li>• <b>People Leaders</b> are expected to: effectively build and maintain an engaged, healthy, thriving and high performing team; ensure their people are current in their knowledge of legislation and training is available to keep pace with best practice.</li> <li>• Ensure people policy and practices are consistently observed and implemented and opportunities exist for ongoing professional growth and development; ensure their people are consistently working collaboratively with other Council teams in the delivery of operational and strategic outputs; effectively manage day to day work output and timeframes; schedule and conduct regular team meetings to enable opportunities for team members to be informed and up to date in their areas and those areas that cross over with other teams.</li> <li>• Ensure individual team member performance is monitored, reviewed with appropriate and timely feedback, and written performance reviews are formally completed in a timely manner; ensure adequate provision of backup/cover for team members; establish an effective performance culture within their team, including ongoing performance appraisals with clear performance indicators and consistent standards.</li> <li>• Team Leaders/Supervisors/Managers are accountable for the leadership, support and coaching of their team members, the fostering of a teamwork approach to the delivery of both the team and the Group's outputs, and the identification of training and development as appropriate; enable, create and encourage linkages across the Council and the region for the benefit of all, the delivery of work programmes and the achievement of strategic priorities; embed strong leadership within their team and across the wider Council leadership group that drives increased diversity, engagement, capability and performance.</li> </ul>
<b>Legislative Compliance</b>	<ul style="list-style-type: none"> <li>• Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>• Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.</li> <li>• Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.</li> <li>• Ensure Council processes and procedures are complied with.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values.</li> <li>• Always maintain confidentiality.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.</li> <li>• Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and</li> </ul>



	<p>the opportunity arises.</p> <ul style="list-style-type: none"> <li>• Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.</li> <li>• Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Ensure all financial activity is conducted in accord with current policy and procedures.</li> <li>• Ensure you work within your financial delegation.</li> </ul>
<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>• Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.</li> <li>• Review, monitor and report on activity or projects as required by the manager.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Build and maintain effective professional working relationship with all key stakeholders.</li> <li>• Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.</li> </ul>
<b>Information Management</b>	<ul style="list-style-type: none"> <li>• Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.</li> </ul>