

# POSITION DESCRIPTION

## ASSETS AND OPERATIONS ADMINISTRATOR

### POSTION OVERVIEW

Location	Masterton
Business unit	Assets and Operations
Reporting to	Manager Assets and Operations
Direct reports	Nil
Delegated responsibility	As per the delegations manual', if any
Salary range	SP10 Grade 10

## OUR COUNCIL

Working at Masterton District Council means being part of a motivated, professional, and customer-focused team in one of New Zealand's most beautiful districts. Our people play an integral role in delivering services for our community and we are focused on both 'what', and 'how' we achieve our goals. Our values help us build a workplace culture that is challenging but fun, because enjoying coming to work is important!

We want to be the best provincial council in New Zealand.

Key to this:

- We are an employer of choice in the Wellington Region
- Our staff recommend us to their family and friends

### OUR VISION

Masterton/Whakaoriori: Providing the best of rural provincial living.

### OUR VALUES

HĪKINA TE MĀNUKA	By figuratively lifting the 'mānuka' we show that we are responding and rising to challenges by being <b>innovative</b> , hard-working, and <b>collaborative</b> .
MANA TĀNGATA	Our organisation recognises the diversity and individuality of each of our staff members. We act with <b>integrity</b> and <b>respect</b> each other's lived experiences and the value they bring to the workplace.
HE TOA TAKITINI	Every staff member is a crucial part of the team that makes up Masterton District Council. We <b>trust</b> and <b>support</b> each other to succeed by drawing on our collective strengths.

# TE TIRITI O WAITANGI

## The Treaty of Waitangi

We are committed to the principles of Te Tiriti o Waitangi / Treaty of Waitangi: partnership, participation, and pro-active protection. We recognise Tikanga Māori values in the workplace and community and know we can do more.

# MY DEPARTMENT

## The Assets and Operations Department:

The Masterton District Council (MDC) Assets and Operations department is responsible for all of Council's major operational and infrastructural assets.

# MY ROLE

## The Assets and Operations Administrator role:

To provide a high quality administration support service to the Assets & Operations manager and team, enabling the provision of major operational and infrastructure assets to Council's ratepayers and customers.

## MY KEY RESULT AREAS (KRAs)

Administration Support	<ul style="list-style-type: none"><li>• Accurate and timely administrative support and advice is provided to the Manager and team, e.g. meeting preparation and note taking for stakeholder meetings, data input and retrieval, report and letter drafting, document and presentation formatting, invoice coding, word processing, filing.</li><li>• Quarterly performance and consent management reporting is supported through accurate collection and analysis of data, and preparation of spreadsheets.</li><li>• Systems are mastered so that information can be inputted, processed and retrieved accurately.</li><li>• Effective relationships are built and maintained across the team to ensure high quality service is provided.</li><li>• Own workloads are managed effectively to ensure timeframes are achieved and quality support is provided.</li></ul>
Council services and reputation	<ul style="list-style-type: none"><li>• All ratepayers, customers, and stakeholder groups receive a friendly, professional, high quality service.</li><li>• Enquiries are responded to with accurate and appropriate information, and in a timely manner.</li><li>• Co-ordination, and where appropriate processing, of funding applications, e.g. NZTA, provide a seamless service to applicants.</li><li>• Service and processes are continually monitored to identify improvement opportunities for Council to enhance its ratepayer and stakeholder relationships.</li></ul>
Management Support	<ul style="list-style-type: none"><li>• Meetings, events and bookings are managed and monitored on a regular basis to ensure prioritisation of manager's time.</li><li>• Customer contacts are followed up providing a seamless service and enhancing ratepayer and stakeholder relationships.</li><li>• Manager is supported to manage the delivery of asset and infrastructure projects through effective administrative support, including meeting preparation, follow up processes, document review, proof reading, etc.</li></ul>

## MY HEALTH AND SAFETY RESPONSIBILITIES

### Health, Safety, Wellbeing Staff

- Always ensure your own and the safety of others
- Comply with policies, procedures and safe systems of work
- Report all incidents/accidents, including nears misses, in a timely fashion
- Actively participate in the hazard management and identification process
- Escalate risk as per the Risk Management Policy

## MY OTHER RESPONSIBILITIES

### Self-Management, Training and Development

- Set realistic goals for own performance
- Undertake change based on regular self-evaluation and feedback
- Identify opportunities for personal and professional development and growth
- Undertake both internal and external training identified as relevant to the role

### Policies and Procedures

- Comply with the Council's Code of Conduct, Staff Manual including its Policies and Procedures at all times
- Ensure the implementation and compliance with the Council's Code of Conduct and Policies and Procedures, within all areas of responsibility

### Other duties

- All duties must be carried out to the prescribed timeframes, systems, quality, and standards and to the satisfaction of your (SLT) Manager
- Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope of functions of the position. Duties and responsibilities can be amended from time to time to meet changing conditions

### Participate in the Council's civil defence emergency response

- Participation in relevant emergency response training and duties as requested by the Chief Executive
- Such other duties as may be required from time to time by your (SLT) Manager

## MY KEY RELATIONSHIPS

### Internal

- Line Manager and SLT Manager
- Immediate Team
- Masterton District Council Staff

### External

- Council Ratepayers
- Regional Council and other local Council staff
- Community Groups and Stakeholders
- Other members of the General Public

## MY COMPETENCIES/KNOWLEDGE/SKILLS/EXPERIENCE

### Qualifications, Skills and Experience

- Computer literate, including intermediate knowledge of Microsoft Office applications, particularly Excel and PowerPoint.
- Proven experience in providing high quality administration support.
- Exceptional customer service skills.
- Excellent diary management skills.
- Knowledge of infrastructure and asset services provided by Council is an advantage, as is some understanding of technical language used in these services.

### Other Competencies

- Have excellent relationship management skills, with a particular focus on infrastructure and asset stakeholder groups.
- Be an excellent communicator who can work in a team to deliver quality service to a full range of Councils' customers and stakeholder groups.
- Have the ability to manage own workloads, prioritising and planning effectively to ensure timely delivery of services.
- Be comfortable working well under pressure.
- Be adaptable to manage a number of tasks concurrently.

### Personal Attributes

- Respectful, honest and open
- Operates with integrity, respecting diversity and other's needs
- Self-motivated with initiative
- Positively takes on challenges
- Takes accountability for own actions and works effectively as part of a team
- A strong communicator who can work collaboratively across a range of managers and teams

An initial review of performance will be conducted after three months, with an annual performance development planning session annually thereafter. This is in the context of regular discussions and a 'no surprises' annual review.

## POSITION DESCRIPTION AGREEMENT

My name	
My signature	
Date	

## POSITION DESCRIPTION VERSION CONTROL

Author	Version	Comments	Date

# ATTACHMENT A

Place in organisation

