

## **Business Support Officer: Democracy and Governance**

**Reporting to: Executive Assistant**

**Location: Second floor, Council Office, 36 Weld Street, Hokitika.**

**Date Reviewed: 25 September 2018**

### **Position Purpose**

Providing professional administrative support to business processes within Democracy and Governance Team, which consists of the Executive Team and Elected Members.

The team comprises of the Executive Assistant (Team Leader), Mayor's Personal Assistant, and After School Student.

### **Functional Relationships**

<b>INTERNAL RELATIONSHIPS</b>	<b>EXTERNAL RELATIONSHIPS</b>
<ul style="list-style-type: none"> <li>• Chief Executive</li> <li>• Executive Team</li> <li>• Elected Members</li> <li>• Westland District Council staff</li> </ul>	<ul style="list-style-type: none"> <li>• Ratepayers, Residents and the General Public</li> <li>• Government Departments</li> <li>• Local Authorities</li> <li>• Caterers</li> <li>• Local Government New Zealand</li> </ul>

### **Limitations of Authority:**

As defined in the Delegations Manual.

**Financial:** N/A

**Staff:** N/A

### **Key Tasks and Responsibilities**

#### **1. Administration**

- a) Provide a prompt and efficient administration service to Democracy and Governance which comprises of the Executive Team, and the Elected Members.
- b) Provide assistance to the Executive Assistant.
- c) Providing backup to the Mayor's Personal Assistant when required.

#### **Expected Results:**

- a) Ensure that administration support is provided to the Executive Team and Elected Members.
- b) Provide a prompt and efficient administration service in the absence of the Executive Assistant and also the Mayor's Personal Assistant.

## **2. Reception Duties and Travel/Accommodation**

- a) Provide reception duties for the second floor offices of the Council Office.
- b) Make appointments for the Executive Team (and Mayor when required in the absence of the Mayor's Personal Assistant).
- c) Organising travel and accommodation requirements for the Executive Team (and Mayor when required in the absence of the Mayor's Personal Assistant).

### **Expected Results:**

- a) Provide prompt and efficient secretarial duties for the Democracy and Governance Team and other staff on the second floor of the Council Office.
- b) Ensure quality customer service to internal and external customers.
- c) Maintain an environment conducive to professional administration support.
- d) Appointments are made in a timely and correct manner.
- e) Travel and accommodation is organised promptly and efficiently.

## **3. General Office Duties**

- a) Actively seek content for the fortnightly staff weekly.
- b) Draft replies to correspondence as required.
- c) Full coordination of various meetings.
- d) Administer bookings for the Council Chambers.
- e) Assist with Local Government New Zealand workshops when required.
- f) Scanning snippets from the Hokitika Guardian and Grey Star daily.
- g) Provide backup to the Executive Assistant in her absence and times of heavy workload in the day to day running of the Executive Office.
- h) Administrative tasks in relation to LGOIMA requests.
- i) Processing the inward mail.

### **Expected Results:**

- a) Actively seek content for the staff weekly.
- b) Prepare draft responses to letters in a timely manner, providing a high standard of word processing, spreadsheet and data entry to a very high standard, including proof-reading.
- c) Full coordination of various meetings, including arranging background material, resources, cleaning up after meetings, setting up the Council Chambers and other meeting rooms, catering and preparing and distributing agendas.
- d) Administer and oversee the bookings for the Council Chambers and ensure that appropriate technology is required.
- e) Liaising with Elected Members their attendance at workshops. Ensuring all travel and accommodation is booked in a timely manner.
- f) Scan Council articles from the Hokitika Guardian and Grey Star daily.
- g) Meet with the Executive Assistant weekly to prioritise jobs for the week. Assist the Executive Assistant and Mayor's Personal Assistant as required.
- h) Ensure LGOIMA requests are logged, and draft responses prepared within the required time frames, in accordance with the Local Government Official Information and Meetings Act, 1987.

- i) Receive inward letters, log and distribute to various departments, prepare draft responses for the Executive Team and ensure these are followed up on (including the Mayor's correspondence when required).

#### **4. Democracy Services - Committee Secretary Responsibilities**

- a) Servicing the Committees of Council and in the absence of the Executive Assistant, the servicing of the Council Meetings.
- b) Ensuring the Agendas and Minutes for the Committees and Council Meetings are filed to a high standard forming a permanent record of the Council.
- c) Advertising of Meetings.
- d) Minute Secretary of the Health and Safety Committee

#### **Expected Results:**

- a) Prepare agendas, distribute to elected members, take minutes ensuring they are professional and error free and maintain appropriate records. Assist the Executive Assistant with preparing draft correspondence in accordance with Council resolutions.
- b) Ensure that all Agendas and Minutes of Standing Committees and Council Meetings are filed in a timely manner to form the Council's official record.
- c) Ensure that all Council and Committee Meetings are advertised in accordance with Model Standing Orders for Meetings of Local Authorities and Community Boards.
- d) Prepare, distribute and file agendas and minutes.

#### **HEALTH AND SAFETY:**

- a) To adhere to all Council and safety plans, policies and procedures including using protective equipment supplied.
- b) To identify existing or potential hazardous conditions and recommend appropriate corrective actions.
- c) To report all accidents and near miss events.
- d) To be familiar with emergency procedures.
- e) To ensure safe working conditions, develop safe working practices and wear protective clothing and equipment where necessary.
- f) To implement the removal of hazards where practicable and provide training in this area.
- g) To investigate accidents and near miss events.
- h) To ensure staff are trained and kept up to date with any new work safe policy changes.
- i) To ensure visitors and contractors operate under the Council health and safety policy and procedures.

To meet the Council's statutory responsibilities for civil defence and emergency management you will be expected to participate in any civil defence and emergency management training initiatives and undertake activities, as directed as part of Council's emergency response.

## **PERSON SPECIFICATION**

### **Qualifications/Experience**

- Advanced experience in customer service.
- An understanding of the Council environment, policies and processes.
- Familiar with the requirements of the Local Government Official Information and Meetings Act 1987 and Standing Orders
- NCEA level 2 or higher.
- Advanced computer literacy.
- Experienced in managing conflicting work priorities.

### **Skills / Attributes**

- Excellent administrative and organisations skills.
- Advanced skills in proof-reading.
- Ability to ensure that work is completed to a high standard and to meet deadlines
- Ability to work cooperatively as part of a team demonstrating energy, vision and initiative
- A proactive customer service approach and a can-do attitude.
- Proven ability to adapt and deal effectively with changing priorities and requirements.
- Excellent time management skills.
- Ability to handle multiple tasks, work under pressure and prioritise work to meet deadlines.
- Displays active listening skills.
- Knowledge of formal writing and formal meeting procedures.
- Advanced Microsoft Office skills.

This job description gives a general outline of the duties and is not intended to be an inflexible or finite list of duties. It may therefore be amended from time to time.

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**Employee's Signature**

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**Date**

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**Manager's Signature**

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**Date**