

Tūranga Mahi - Position Description:

Tīheru Whakawhanake / Business Support Administrator

Nāu te rourou, nāku te rourou ka ora ai te iwi

With your basket of knowledge, and my basket of knowledge, all will be well

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 70,000 residents, and visitors numbering in the millions. We are determined to be among the best councils in New Zealand and are committed to continually improve the service provided to our customers, both external and internal.

Our people are central to achieving our Council's objectives and providing high quality community services that offer best value for money. And we are committed to building a high performing culture based on our **core values** of being *innovative, helpful, respectful, engaging and inspiring*. In addition to our values, there are **core competencies** required of all Council staff, being:

- *Performance Orientation*: A high performer consistently delivering performance outcomes
- *Solutions Focused*: Committed to customer-centred continuous improvement
- *Teamwork*: Contributes effectively within a team providing leadership where appropriate
- *Relationships*: Well-developed interpersonal, and relationship engagement and management skills
- *Collaboration*: Works collaboratively across teams and functions within a matrix organisation
- *Accountability*: Willingly takes accountability and engage in problem solving
- *Te Ao Maori*: Proficiency in te reo Māori me ōna tikanga appropriate to their role¹.

Rotorua is the heart of Te Arawa and has a 38% Māori population. Rotorua Lakes Council is committed to working in partnership with local iwi, Te Arawa, and to being a genuinely bicultural organisation that ensures success in this partnership. It is a valuing of difference and inclusiveness that lie at the heart of biculturalism. This provides a foundation for us to recognise and celebrate our increasing diversity which enriches us as individuals and as a multi-cultural community.

We take Health, Safety and Wellbeing seriously, with all of our staff sharing a responsibility to manage our work environments to prevent harm, and follow health and safety policies and procedures. Managers are responsible for managing the health, safety and wellbeing of the areas and people under their control.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM) within the District. This responsibility extends to all staff, who may be called upon to undertake CDEM roles in addition to their position specific responsibilities.

We are one team. To be successful, it is important that all staff are aligned to and actively support the organisation's direction, working collaboratively, and actively participating in activities and initiatives to advance the organisation e.g. activities to build bicultural capability, improve health and safety, or promote diversity.

The following pages provide the requirements of your specific position. In addition to these, you are also expected to be proactive in knowing and following Council policies and procedures.

¹ This is informed by our Bicultural Competency Framework, and staff are actively supported in gaining competency.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION

MAHI - POSITION:	Tiheru Whakawhanake - Business Support Administrator
RANGATIRA - REPORTS TO:	Team Lead Business Support
KĀHUI - GROUP:	Corporate Services
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	To provide integrated administrative support to the Planning and Development Solutions team.
NGĀ WHAKARITENGA - DELEGATIONS	<ul style="list-style-type: none"> • No direct reports • No budget responsibility
NGĀ MAHI MATUA – KEY ACCOUNTABILITIES:	<ul style="list-style-type: none"> • Delivery of administrative support services which are solutions-focused to enable customer responsive outcomes of high quality and in a timely manner for the Planning and Development Solutions team. Including the areas of: <ul style="list-style-type: none"> ○ Building ○ Resource Consents ○ Land Information Memorandum (LIMs) ○ Policy Planning • Support the Team Lead Business Support, in an administrative capacity to support with integrated consenting and compliance outcomes, including the provision of relevant business support specific functions related to the areas identified above. • Deliver innovative concepts to improve and support the processes required. • Assist to develop others in establishing transferable functional processes and knowledge to create a more integrated consent and compliance business support environment. • Deliver and contribute towards continuous service quality, performance reporting, performance improvement and resolution management processes. <p><i>NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional responsibilities in the course of your employment that are consistent with the purpose of your employment.</i></p>

TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

<p>NGĀ TOHU - FORMAL QUALIFICATIONS:</p> <p>(Ngā matau ā-wheako rānei - Or experience recognised as equivalent)</p>	<p>Required:</p> <ul style="list-style-type: none"> • Relevant experience in administration. <p>Desirable:</p> <ul style="list-style-type: none"> • Knowledge of, or familiarity with, relevant legislation and/or the statutory processes related to the Local Government regulatory framework would be an advantage (such as: Building Act, BCAs quality system, Bylaws, Resource Management Act, Local Government Act (easement, right of way and access ways) Land Information New Zealand and relevant processes of subdivisions and creation of new titles.
<p>NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</p>	<ul style="list-style-type: none"> • Experience using WORD, Excel, Powerpoint, and Outlook. • Saving records to an electronic document management system. • Excellent keyboard skills, and accurate data entry. • Experience in working with business improvement and solution development processes would be an advantage. • Proven ability to work as part of a team. • The ability to define, understand and solve problems using initiative. • Well-developed interpersonal and relationship engagement skills. • A history of being a high performer who consistently delivers agreed performance outcomes and outputs. • An ability to actively facilitate cross functional services and collaboration.
<p>NGĀ UARATANGA - VALUES:</p>	<p style="text-align: center;">Tatou Tatou – We Together Kotahi Tatou – One Community – One Team</p> <p>WHY WE DO IT..... We believe in empowering our people and providing them with the tools to create value and make a positive difference in their lives and the lives of others</p> <p>HOW WE DO IT..... We do this by working in partnership, making it simple and solutions focused</p> <p>WHAT WE DO..... We provide quality services for our community and people to prosper</p> <p>OUR CORE VALUES – PEOPLE FIRST</p> <p>RESPECTFUL: Integrity, Listening, Pride, Honesty, Empathy, Understanding, Considerate</p> <p>HELPFUL: Approachable, Supportive, Collaborate, Go the extra mile, Proactive, Friendly, Caring, Guiding</p> <p>ENGAGING: Communication, Connectivity, Partnership, Working Together, Inclusive, Supportive, Responsive</p>

	<p>INSPIRING: Make a difference, Motivated, Take people with you, Encourage, Have pride in your work, Be proactive, Energised</p> <p>INNOVATIVE: Find solutions, Progressive, Continuous improvement, Empowered</p> <p>BICULTURAL: Willingness to learn and understand the Māori worldview, consideration, leading by example, sharing experiences</p>
--	---