

# Job Description

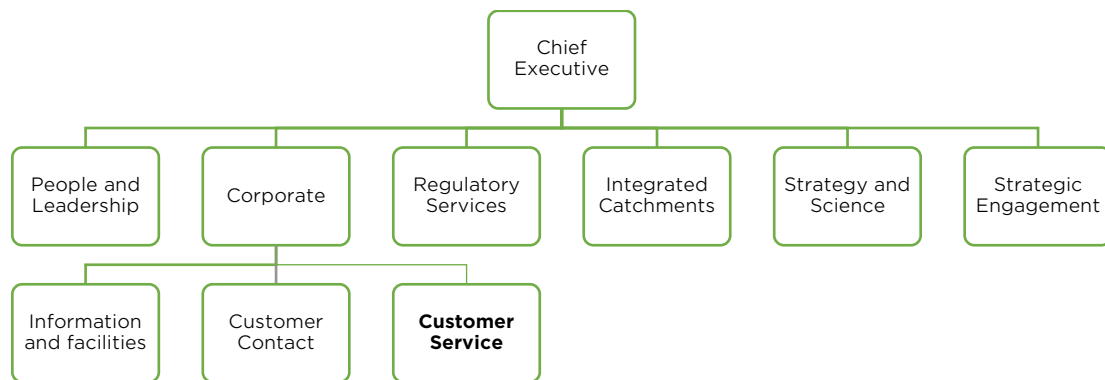


Job title	Support Officer
Group	Corporate
Section	Customer Contact
Responsible to	Customer Services Team Leader
Responsibility for employees	None
Date	April 2024

## Our organisation

About us	Toi Moana Bay of Plenty Regional Council's work guides and supports the sustainable development of the Bay of Plenty. We are responsible for land, air and water, as well as public transport and economic development. We want to make sure our region grows and develops in a way that keeps its values safe for future generations.
Our vision	Our vision of "Thriving together - mō te taiao, mō ngā tangata" means we want to ensure that both the environment and the people in the region thrive. Looking after the environment is at the heart of what we do.
Our values	Our values reflect who we are and what is important to us: Trust, Integrity, Courage, Manaakitanga, Kotahitanga, Whanaungatanga (see attached).
Our leadership model	Te Pae Rangatira, means 'The Model of Leadership'. In Māori, it is said a Rangatira (Leader) is one who is able to raranga (weave) their tira (group of people) together. Leadership at Toi Moana is guided by four pou whirinaki (pillars of guidance), these are: Care, Collaborate, Navigate and Balance (see attached).
Our community outcomes	Our community outcomes describe what we're working towards achieving for the Bay of Plenty: He taiao ora - a healthy environment, Te mana o te wai - freshwater for life, Kia haumarū, kia pakari te hāpori - safe and resilient communities, and Toitū to rohe - a vibrant region. Directly or indirectly, your work will feed into helping us achieve one or more of these outcomes.
Partnerships with Māori and Te Tiriti o Waitangi	The Treaty principles and the partnership upon which it is founded are an established part of our local government framework. As Treaty partners, Māori hold a unique role in shaping and contributing to regional leadership and direction. It is the collective responsibility of Toi Moana staff to uphold the principles and spirit of the Treaty.

## Our team



## Job purpose

Toi Moana Bay of Plenty Regional Council (BOPRC) is committed to its' vision of thriving together through the delivery of strong community outcomes. It is our people and their commitment to first class leadership and high performing teams which will ensure this delivery.

This job exists to provide an efficient and effective administration, customer service and mail services for Council.

Specific to role: See Appendix 1 for specific duties for this role.

## Functional relationships

External	Purpose and frequency of contact	
<ul style="list-style-type: none"> <li>Public</li> </ul>	<ul style="list-style-type: none"> <li>Reception duties including greeting customers, answering general enquiries and signing visitors into our visitors register, assisting researchers and public to provide requested information</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Stationery suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Ordering and monitoring stationery supplies</li> </ul>	Weekly
<ul style="list-style-type: none"> <li>Consultants and contractors</li> </ul>	<ul style="list-style-type: none"> <li>Provide assistance as required to technicians entering our buildings (contact relevant staff member, ensure they gave signed in etc)</li> </ul>	Weekly
<ul style="list-style-type: none"> <li>New Zealand Post</li> </ul>	<ul style="list-style-type: none"> <li>Purchasing and arranging service delivery and overseeing delivery and pick up of daily mail</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Courier deliveries</li> </ul>	<ul style="list-style-type: none"> <li>Arranging for courier services to collect courier packages and taking delivery of inward packages</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Caterers</li> </ul>	<ul style="list-style-type: none"> <li>Provide cover to catering assistant when required with setting up/clearing away catering and liaising with caterers</li> </ul>	Occasionally

Internal	Purpose and frequency of contact	
<ul style="list-style-type: none"> <li>Councillors</li> </ul>	<ul style="list-style-type: none"> <li>Covering Reception and catering support duties</li> </ul>	Daily
<ul style="list-style-type: none"> <li>Staff at all levels within the organisation</li> </ul>	<ul style="list-style-type: none"> <li>Assist staff with customer service related queries and tasks</li> <li>Provision of administrative support and records management support</li> <li>Addressing cleaning concerns as requested</li> </ul>	Daily

## Key result areas

The job encompasses the following major functions or key result areas:

- Service delivery
- General duties
- Relationship Management
- Corporate Contribution

The requirements in the above key result areas are broadly identified below:

## Key accountabilities

The requirements in the above key result areas are broadly identified below:

Key accountabilities (You are responsible for)	Key accountability measures (You will be successful when)
<b>1. Service delivery</b>	
<ul style="list-style-type: none"> <li>Maintain systems and processes to ensure the administration functions of the office are consistent and effective.</li> <li>Regular ordering of stationery and ergonomic equipment for Council staff, and arranging repair and maintenance of office equipment.</li> <li>Liaise with key personnel to provide meeting room set up, catering and work with other staff to provide this service.</li> <li>Support the organisation’s workflows through efficient and effective mail processing and courier services, opening and sorting mail into cubbyholes, delivering internal mail and taking mail to the post box.</li> <li>Monitoring the arrival and departure of courier packages, and arranging the internal delivery of all incoming parcels.</li> </ul>	<ul style="list-style-type: none"> <li>Customer services work complies with internal policy and statutory requirements.</li> <li>Work is conducted effectively and efficiently, and meets timeframes.</li> <li>Reports are accurate, timely and provided to a high standard.</li> <li>Administration and cashiering follows procedures, work is conducted effectively and efficiently, and meets timeframes.</li> <li>All stationery cupboards are adequately stocked and replenished, and equipment is maintained to an appropriate standard.</li> <li>Enquiries are dealt with in a professional and courteous manner.</li> <li>All mail and courier parcels are sorted and delivered in a timely manner</li> </ul>

<b>Key accountabilities</b> (You are responsible for)	<b>Key accountability measures</b> (You will be successful when)
<ul style="list-style-type: none"> <li>• Provide general office duties such as re-stocking paper at photocopying stations and restocking utility bays with stationery.</li> <li>• Providing back up support for general office duties including reception, call centre and covering the Customer Service Officer's breaks, and covering leave for various positions within the Te Tuarā team.</li> <li>• Provide any other general office or basic admin duties as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Council mail and courier services are conducted efficiently and meet timeframes.</li> <li>• Provide an excellent first line of enquiry and advice service for all reception enquiries, in a pleasant and confident manner.</li> </ul>
<b>2. General duties</b>	
<ul style="list-style-type: none"> <li>• Ensure that all external and internal customers receive excellent customer service for enquiries.</li> <li>• Develop and maintain close working relationships with internal and external contacts, as appropriate.</li> <li>• Carry out any other general duties or projects as directed by the Team Leader.</li> </ul>	<ul style="list-style-type: none"> <li>• Queries have been dealt with in a professional and courteous manner.</li> <li>• Effective relationships are developed and maintained with internal and external contacts.</li> <li>• Any additional duties required by Information Management, Customer Service, and the Property are completed to appropriate standards.</li> </ul>
<b>3. Relationship management</b>	
<ul style="list-style-type: none"> <li>• Provide back up and support to work colleagues in a cooperative and team-orientated approach.</li> <li>• Establish and maintain close working relationships with internal and external contacts including Local Authorities, ratepayers, landowners, suppliers, consultants, and contractors.</li> </ul>	<ul style="list-style-type: none"> <li>• Effective, professional relationships and partnerships are developed and maintained with internal and external contacts.</li> <li>• Professional image is conveyed in public forums.</li> </ul>
<b>4. Corporate contribution</b>	
<ul style="list-style-type: none"> <li>• Promote the implementation of the Corporate Culture Statement, Leadership Model and Health and Safety Systems.</li> <li>• Recognise individual responsibility for Workplace Health and Safety under the Health and Safety at Work Act 2015.</li> <li>• Meet the statutory responsibilities detailed in the Information Management Policy and Procedures standard.</li> <li>• Meet Bay of Plenty Regional Council's statutory responsibilities for civil defence and emergency management.</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes.</li> <li>• Hazards are identified and all incidents and accidents are reported.</li> <li>• Participate in any wellness programmes, such as stress management training and health monitoring.</li> <li>• Council records are created and maintained in corporate information systems, meeting specified information management standards.</li> <li>• Participate in any civil defence and emergency management training initiatives and assist with any civil defence emergencies, as part of Bay of Plenty Regional Council's</li> </ul>

<b>Key accountabilities</b> (You are responsible for)	<b>Key accountability measures</b> (You will be successful when)
	responsibilities for civil defence and emergency management.

## Delegations

Delegations as set out in the Chief Executives Delegations Manual.

## Freedom to act

Guidelines and support available to assist the jobholder to make decisions e.g. policy documents, standard procedures, reference to team leader or senior employees. If jobholder can make decisions without approval from anyone else, please note that authority.

- The Support Officer is required to comply with all organisational policies and procedures Receipting Schedule as set out by the Finance and Organisational Planning Team.
- Day to day decisions can be made by the Support Officer where the impact is minor.
- The Support Officer is required to refer decisions with greater impact to their Team Leader or Manager.

## Work complexity

Most challenging duties typically undertaken:

- Maintain a good understanding and awareness of Bay of Plenty Regional Council's functions and responsibilities.
- Carry out administrative duties at short notice and accommodate urgent requests from several staff members at once.

## Person specification

<b>Minimum academic qualifications required:</b>	
<b>Essential</b>	<b>Desirable</b> (for recruitment purposes only)
<ul style="list-style-type: none"> <li>• A valid driver's licence required*<sup>1</sup></li> <li>• A minimum secondary education up to Year 13, preferably with good grades in English</li> <li>• A competent level of keyboard skills and computing knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Proven people skills</li> <li>• Ability to work harmoniously in job share capacity</li> <li>• Microsoft Office Specialist – Word, Excel, PowerPoint</li> </ul>

<b>Knowledge / experience</b> (indicate years of experience required as appropriate)	
<b>Essential</b>	<b>Desirable</b> (for recruitment purposes only)
<ul style="list-style-type: none"> <li>• Minimum of 2-3 years' experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with Electronic Document Management Systems</li> </ul>

<sup>1</sup> Driving record free of driving suspensions or convictions (excluding demerit points and infringement fees). Requirement for valid Driver's Licence may be waived if applicant has a driving-related disability.

<ul style="list-style-type: none"> <li>• Excellent English – written, verbal and comprehension</li> <li>• Word processing, spreadsheet and database experience</li> <li>• Sufficient experience and ability to proactively apply knowledge and skills to continually improve systems, quality and results</li> </ul>	
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## Key skills / job specific competencies

The following indicates what would typically be expected for this role at a competent level:

Advanced knowledge	<ul style="list-style-type: none"> <li>• Office administration procedures and systems</li> <li>• Microsoft Office applications</li> </ul>
Working knowledge	<ul style="list-style-type: none"> <li>• Sound knowledge of office administration procedures and systems</li> <li>• Time management</li> <li>• Well-developed written and verbal communication ability</li> <li>• Knowledge of organisation’s activities and workflows</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>• Community, cultural and political awareness.</li> </ul>

## Personal attributes / key behaviours

- Sound judgement and initiative.
- Excellent customer service and interpersonal skills.
- Exceptional organisation skills including prioritising requests.
- Commitment to continuous improvement.
- A high level of courtesy, listening and communication skills.
- Ability to work well under pressure.
- Tact and patience when dealing with difficult people.
- Takes pride in personal/professional appearance.
- Accuracy and attention to detail.
- Ability to learn quickly.
- The ability to work independently or as part of a team.

## Other requirements

- May require frequent travel within or outside Bay of Plenty region.
- Occasionally required to work outside normal hours. A high degree of flexibility to cover full days when required.
- Occasionally required to carry out physical or light field duties.

## Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological

*Job Description – Support Officer*

requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning.

**Approved:**

\_\_\_\_\_  
Manager

\_\_\_\_\_  
Date

**Discussed with job holder:**

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

### Appendix 1

This role is designed to provide back-up support to the Cleaning team on an ‘as required’ basis.

The following duties are specific to the cleaning support component of the role:

<b>Key accountabilities</b> (You are responsible for)	<b>Key accountability measures</b> (You will be successful when)
<b>5. Service Delivery</b>	
<ul style="list-style-type: none"> <li>Coordinate catering bookings, liaising with staff and caterers to ensure catering is provided when requested.</li> <li>Ensure Retiring Room is clean and tidy and catering in meeting rooms is set up and cleared away.</li> <li>Carrying out the regular scheduled cleaning duties of Council’s office space, ensuring that noisy or disruptive duties are undertaken outside of standard business hours.</li> <li>Ensuring public spaces, meeting rooms, bathrooms, kitchens, appliances, and the staff room are clean and tidy during working hours.</li> </ul>	<ul style="list-style-type: none"> <li>Catering is set up and cleared away in a timely manner.</li> <li>Retiring Room lounge and kitchen areas are kept clean/tidy and meeting rooms are cleaned following any catering.</li> <li>All scheduled cleaning is completed daily and weekly as dictated by cleaning schedules.</li> </ul>

### Work complexity

Most challenging duties typically undertaken:

- Liaise with caterers and manage compliments and complaints to ensure staff receive appropriate catering.
- Required to be adaptable and flexible to assist with back up support for many different teams.

<b>Knowledge / experience</b> (indicate years of experience required as appropriate)	
<b>Essential</b>	<b>Desirable</b> (for recruitment purposes only)
	<ul style="list-style-type: none"> <li>Food Hygiene Certificate</li> <li>Experience with catering and food hygiene</li> <li>Previous experience cleaning in a commercial environment</li> </ul>



# Our Vision

Thriving together - mō te taiao, mō ngā tāngata

*mō te taiao, mō ngā tāngata translates to “for the environment, for the people”*

# Our Values

## **A tatou haerenga – our journey**

Our values reflect who we are and what is important to us.

Te Pumanawa ‘the beating heart of the organisation’.

Our organisational values have been woven together following input from staff across the organisation, now it’s up to each of us to bring these values to life in the work that we do every day.

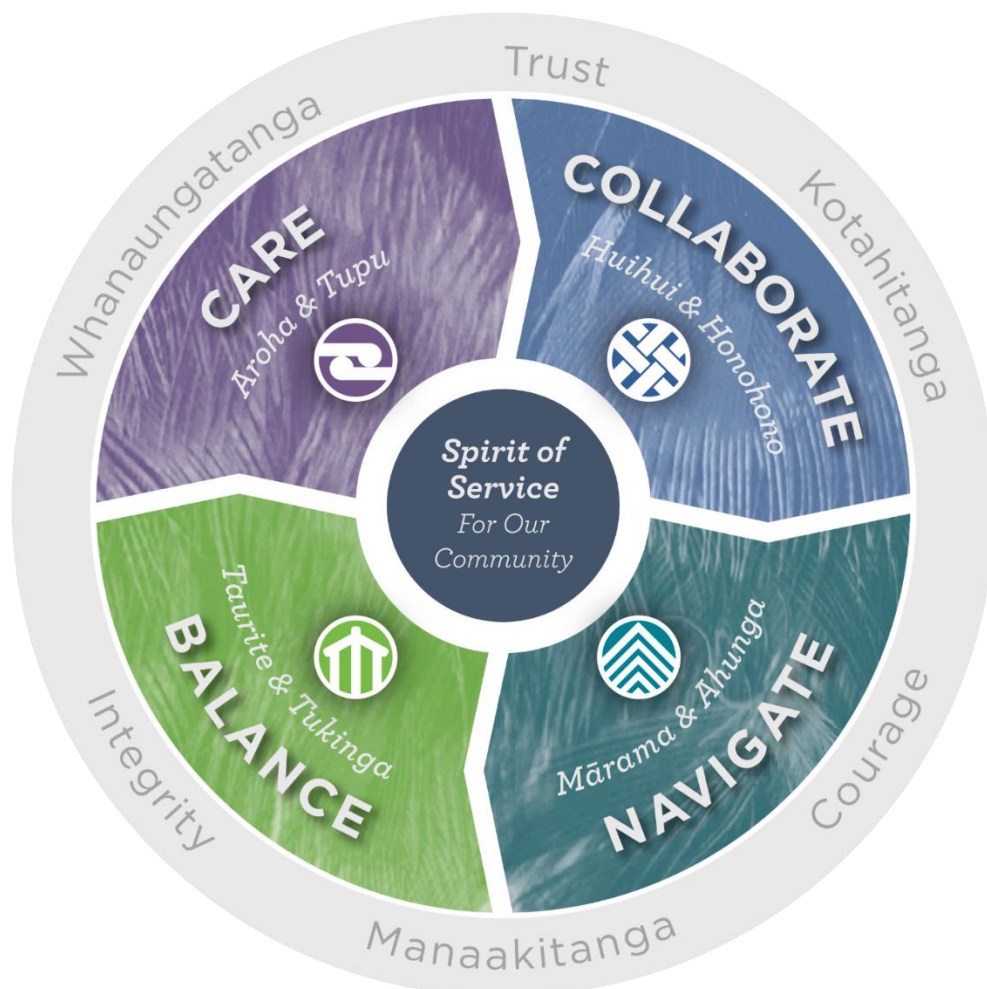
<b>TRUST</b>	<b>INTEGRITY</b>	<b>COURAGE</b>
We trust each other and work to build trust	We do what we say we will do  We act with purpose to achieve results	We act boldly to lead and do the right thing for our region
<b>MANAAKITANGA</b>	<b>KOTAHITANGA</b>	<b>WHANAUNGATANGA</b>
<p><b>Mana</b></p> <ul style="list-style-type: none"> <li>▪ Leadership</li> <li>▪ Having strength and courage</li> <li>▪ Being a positive influence</li> <li>▪ Being proud and courageous</li> <li>▪ Professionalism</li> </ul> <p><b>Manaakitanga</b></p> <ul style="list-style-type: none"> <li>▪ Trust and respect</li> <li>▪ Reciprocity (sharing)</li> <li>▪ Nurture/support</li> </ul> <p>Mana has many meanings such as integrity, charisma and prestige.</p> <p>Manaaki means ‘to nurture and support and help each other grow’. When you add the ‘tanga’ the word is enhanced.</p>	<ul style="list-style-type: none"> <li>▪ Unity</li> <li>▪ Strong emphasis on collaboration</li> <li>▪ Being inclusive</li> <li>▪ Nurturing a positive team spirit</li> <li>▪ Sense of ownership</li> </ul> <p>Kotahi means ‘as one’. Adding the ‘tanga’ accentuates the word, giving it a wider meaning, bringing us together – ‘strength in unity’.</p>	<ul style="list-style-type: none"> <li>▪ Strong focus on relationships.</li> <li>▪ Having fun and being happy</li> <li>▪ Socialising, including the importance of friends</li> <li>▪ Supporting each other</li> </ul> <p>Whānau means family. Adding the ‘tanga’ extends the word to a wider whānau context. It has a very strong focus on relationship within the organisation.</p>

# Te Pae Rangatira

## Our Leadership Model

In Māori, it is said a Rangatira (Leader) is one who is able to raranga (weave) their tira (group of people) together. Our model, known as Te Pae Rangatira, means 'The Model of Leadership'.

At Toi Moana, we believe that to achieve great outcomes for our community we must enable our people to thrive together - connected and consistent leadership is a key success factor. Our leadership model has been co-designed with our people to create a shared understanding of what great leadership looks like at Toi Moana.



### He aha te rangatira? Who is a leader at Toi Moana?

**Everyone at Toi Moana has the opportunity to display leadership qualities.**

Whether you're in a people leader role, working with our community, or supporting your colleagues, Te Pae Rangatira defines the capabilities that support us all to raranga (weave) a tira (group of people) together to enable great outcomes.

## Ngā Pou Whirinaki The Pillars of Guidance



### CARE

#### Aroha & Tupu Love & Growth

**Ka manaaki tātou i a tātou ki te aroha, ki te manawaroa, kia tupu, kia rea.**

We care for ourselves and others with empathy, resilience and growth mind-sets.

**Whakaaronui**

Empathise

**Whakawhanake i a koe ake**

Develop self

**Kia kaha, haere tonu**

Embrace resilience

**Kia tupu te whakaaro**

Have a growth mind-set

**Āwhinatia ngā tāngata kē**

Enable others



### COLLABORATE

#### Huihui & Honohono Come Together & Connect

**Ka whakakotahi tātou i a tātou, kia hono ai wō tātou rourou, e ora ai te iwi.**

We are curious, connected and inclusive of all.

**Mahi tahi**

Work as one

**Whakakotahi**

Be inclusive

**Whakawātea**

Create safe spaces

**Kia tupu te pā harakeke**

Grow relationships and networks

**Whāia tā te rōpū e whai ana**

Facilitate shared goals



### NAVIGATE

#### Mārama & Ahunga Understanding & Direction

**Ka arahi tātou i a tātou, kia mārama ai ki ngā āhuatanga hai arotau mā tātou, e ahu whakamua ai tātou.**

We are clear on our purpose, adaptable and navigate the way forward.

**Kia Mārama**

Create clarity of purpose

**Aro whānui**

Scan the horizon

**Āta whai**

Zoom out and in

**Kia āhua rerekē**

Be adaptable

**Kia whai whakaaro ki te ao tōrangapū**

Have political perspective



### BALANCE

#### Taurite & Tukinga Balance & Impact

**Ka whakarite tātou i a tātou, kia taurite ai ngā mahi, mo te tukinga nui tonu.**

We balance what we do, how we do it and when we do it for maximum impact.

**Whāia ngā hua**

Focus on outcomes

**Āta whakariterite**

Plan and organise

**Āta whakaraupapa, ka whai rauemi**

Prioritise and resource

**Āta whakatau**

Make decisions

**Mo te tukinga nui tonu**

Deliver for success