

Te Tūranga Mahi

Job Description



Business Services Officer

Ngā taipitopito o te mahi me te tūranga – Job and Role details

Ko wai mātou - Who we are

At Toi Moana Bay of Plenty Regional Council (Toi Moana), we're passionate about protecting and enhancing the beautiful rohe (region) we call home. Our mahi (work) helps shape a sustainable future for the Bay of Plenty, ensuring our land, air, and water are cared for, while also supporting public transport and economic development. Our passionate, dedicated and caring kaimahi (staff) play a vital role in helping our communities thrive. Together, we're working to ensure future generations can continue to enjoy everything that makes this place so special.

Te take o te mahi me ngā takohanga – Job purpose and responsibilities

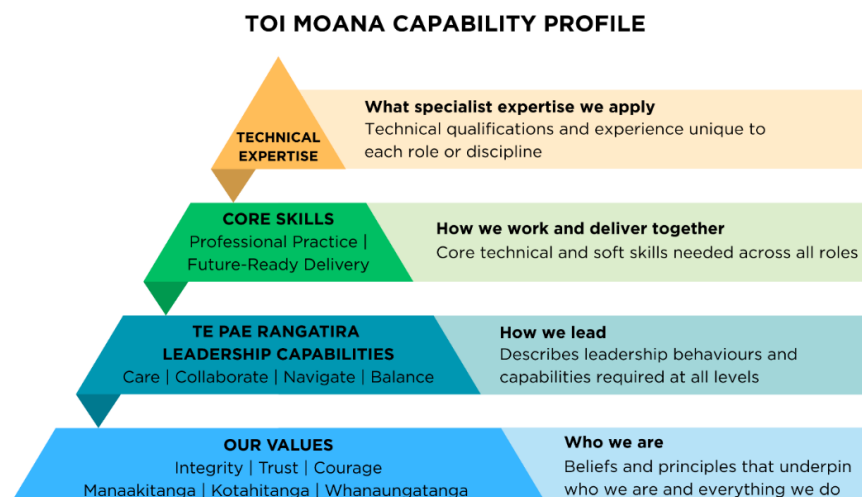
The purpose of this job is to provide a specialist technical administration and customer-contact service for Toi Moana. The role involves using various technologies, systems and processes to achieve results and enable efficiency for the team, customers and the organisation. The type of work includes managing systems, databases and organisation-wide processes, providing high-quality administration and delivering excellent customer service both internally and externally. This includes providing information, advice and guidance on Council and specific team processes and information. Clarity on specific duties, and any other duties reasonably assigned from time to time, will be given by the relevant leader.

Ā mātou mahi – How we work

At Toi Moana we aim to work collaboratively to share skills and resourcing where they are most needed. This means that you may have opportunity to work with other teams across the organisation to support delivery of our mahi.

Ngā āheinga e hiahiatia ana - Capabilities needed for the role

The capabilities required include the values, leadership capabilities, core skills and technical expertise that help you to be successful in your role, prepare you for the future of work and enables you to contribute to delivering outcomes for Toi Moana and our community. Toi Moana's **Capability Profile** (below) show how these work together.



Our values are our foundation and define who we are and what is important to us. They underpin all the behaviours, capabilities, skills, and expertise we bring to our work, every day. Building from this foundation are our leadership capabilities (**Te Pae Rangatira**), which shape the leadership behaviours we expect everyone to display regardless of their role – everyone is considered a leader at Toi Moana.

The **core skills** are those skills you need to help deliver our mahi today and prepare us for the future. These include:

- **Relationships** - Builds positive relationships with people you work with.
- **Influence** – Works with and encourages others to achieve shared goals.
- **Communication** - Communicates clearly and simply both verbally and in writing.
- **Problem solving** - Identifies the problem, before trying to find a solution.
- **Innovation and continuous improvement** – Identifies ways to continuously improve work tasks and processes.
- **Strategy into action** - Focuses on work that is a priority for the team and Toi Moana.
- **Digital Literacy** - Quickly learns and utilises technology as needed to perform work tasks.

The minimum **technical expertise** required for the role is outlined below:

- Education at NCEA Level 3/National Certificate Level 3 or equivalent.
- 4+ years' demonstrated experience in a comparable role which provides relevant job skills.
- Experience supporting managers with budget monitoring and handling invoices and expenses.
- Experience supporting the monitoring and reporting of project plans.

Ngā hononga matua – Key relationships

- **Community** – Providing information and responding to queries from customers.
- **Staff** – Providing support, information, and guidance.
- **Managers** – Supporting activities as directed across Toi Moana.
- **Suppliers** – Providing or obtaining information and responding to queries.

Ngā herenga anō o te mahi - Other job requirements

- Participate in civil defence and emergency management training and assist during emergencies.
- Travel within and occasionally outside the Bay of Plenty region.
- Sometimes work outside normal hours and additional hours if needed.
- Promote and use workplace Health and Safety systems and take personal responsibility for Workplace Health and Safety, including participation in wellness programs.
- Meet statutory responsibilities and comply with Toi Moana's Policies and Procedures.
- Attend necessary courses/training.

Ngā panonitanga ki te whakamāramatanga o te mahi - Changes to job description

This job description covers the key elements of the role but is not an exhaustive list of tasks and what may be required. This means the technology we use, who we work with, and what we focus on, may change as needed by Toi Moana.

Signed by employee:

Date:
