Administration Support Officer – Roading

Position Description

Position Description	

Position:	Administration Support Officer – Roading
Incumbent:	**TBC (insert name once appointed)**
Reports to:	Manager Roading
Location:	Fairlie or Twizel (TBC)
Department	Operational, Planning and Regulatory Services
Business Unit:	Roading
Role Family:	Administration / Customer Services / Support roles

Customer Relationships:	*Who:*
➢ **External**	➢ Suppliers, contractors, consultants, and partners ➢ Ratepayers, residents, and community groups ➢ Iwi / Runanga / Mana Whenua ➢ Government agencies, Regional Council, and local governments ➢ Developers
➢ **Internal**	➢ Engineering Team ➢ Finance Team ➢ Planning Team ➢ All other Mackenzie District Council employees and contractors

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Position Contribution:
The Administration Support Officer – Roading is responsible for general administrative duties, with a focus on support in the Engineering business unit including initial checking, data entry, liaison with ratepayers and contractors, production of reports and correspondence, and maintenance of systems. The role is critical for assisting with the delivery of job specific responsibilities in line with the Mackenzie District Council's various Business Unit programs of work. The Mackenzie District Council is focused on the delivery of best practise and innovation, community driven place making, collaboration and embracing kaitiaki principals in all that it does.

Scope:	Dimensions:
Delegated levels of authority	Nil
Span of Control	Nil

Expected Outcomes:	Primary Areas of Responsibilities / Measures:

Support for the Engineering Team	• Provide high level administrative support to Roading Team and the wider Engineering Team, in particular the Roading Manager and the Engineering Manager.
	• Prepare and process documentation on behalf of the Manager Roading and the Engineering Manager.
	• Manage the roading Customer service requests by communicating with relevant parties and closed out once resolved.
	• Take ownership of the following tasks and follow up with the internal management and external stakeholders where required:
	   o Monthly payment claims and reports
	   o Road corridor application management
	   o Team calendar management
	• Prepare and process briefing papers, invoicing, and purchase orders, Monthly payment claims and reports, customer requests and liaising, road corridor application management, team calendar management.
	• Collect and record data into appropriate record systems including MagiQ, RAMM and Laserfiche.
	• Liaise with relevant contractors, key stakeholders, ratepayers etc. to ensure information provided to the Roading Manager and the Engineering Manager is within the required timeframes to ensure deliverables are met.

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	• Research, compile and generate relevant reports, prepare presentations and correspondence for and on behalf of the Engineering Team. • Establish and maintain electronic and paper filing systems and procedures. • Develop and maintain electronic and paper information and key contact databases and make this information available as required.
Support for other teams	• Work as a member of the team that provides high quality administrative outcomes across all departments, including all business units within the Mackenzie District Council. • Provide cover for other Administration Supportive Officers from different business units when workload or leave cover is required.
Health and Safety	• Ensure that all activities undertaken are in accordance with the Mackenzie District Council health and safety policy, plan, and procedures. • Ensure compliance with responsibilities under the Health and Safety at Work Act (2015), Regulations 2016 and any amendments. • Ensure compliance with the requirements of the Motor Vehicle Policy. • Actively participate in the hazard identification and risk management process and report all accidents, incidents and near misses in a timely manner. • Raise any health and safety related issues or areas of concern with the manager or Health, Safety and Wellbeing representative as soon as possible. • Engage in any Health, Safety and Wellbeing related training and complete all applicable course work. • Comply with all client site requirements.
Mackenzie District Council Policies, Procedures, Processes and Guidelines	• Understand, be familiar with and comply with all Council policies and procedures.
Self-Development / Ongoing / Professional earning and Development	• Continue to develop your knowledge in all aspects of the Roading area. • Continue to develop your administration and customer service skills, knowledge, and experience. • To build and maintain professional knowledge of administration and customer services.

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Emergency Operations Centre	• To be actively involved in Civil Defence Emergency Management when required and / or to assist or fulfill a role within the Emergency Operations Centre when required.
Confidentiality and Record Keeping	• Ensure that all records are saved to Laserfiche - the EDRMS. • Ensure that any confidential information that may be acquired, either directly or indirectly, is tagged and classified correctly, and is to be treated appropriately.

The key responsibilities described in this document should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of this position. Key responsibilities may be amended from time to time following consultation. The position holder may also be required to perform duties outside of their normal responsibilities as and when required.

Qualifications, Technical Skills, Knowledge, and Ability:

➢ 2+ years of proven experience working in an administration/administrative support role. Experience providing administrative support within an Engineering environment would be advantageous.

➢ Experience with data entry and report generation.

➢ Demonstrated experience in database administration. Experience in using Laserfiche or a similar electronic document management system would be an advantage.

➢ Demonstrated experience in working with Microsoft Office software.

➢ High degree of computer literacy.

➢ Local authority knowledge/ experience would be advantageous.

Our Values and Why they're Important to Team Mack:

	Integrity Integrity is essential in local government because it is the cornerstone to build and maintain trust and confidence in public organisations, safeguard the public interest and promote high standards of behaviour.
	Community Focused We believe in being community-focused as this is essential for ensuring that the needs and desires of the community are heard and addressed, building trust and collaboration between the community and local government, promoting economic development, and improving the quality of life for all citizens. We do this by providing better service delivery for higher community satisfaction, and increasing trust in government.
	Collaborative Collaboration is important to us at the Mackenzie District Council as it leads to increased productivity, better problem-solving, and improved employee satisfaction. We work with key stakeholders to build trust and develop relationships that lead us to solutions that will leverage the strengths of our Treaty partners and stakeholders.

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	Responsive
	Agility is important to us because it will enable our communities to adapt to changing circumstances and respond quickly to new opportunities. • **Faster response times**: Ability to respond more quickly to changes in the market, customer needs, and technology. This allows us to stay ahead of the competition and take advantage of new opportunities. • **Improved innovation**: Agility fosters a culture of learning and systems thinking. • **Better customer satisfaction**: Delivery of products and services that meet or exceed customer expectations, and higher levels of satisfaction. • **Increased efficiency**: Optimise processes and resources, reducing waste and increasing efficiency. • **Greater resilience**: Better equipped to handle unexpected challenges and disruptions, such as natural disasters, cyberattacks, or economic downturns.
	Forward Looking
	Be forward looking taking a long-term view allows us to anticipate future needs, manage resources effectively, and promote sustainable development for future generations. It also helps to address complex challenges such as climate change, growth. Ensure that we consider the long-term consequences and impacts of threats and opportunities, integrated proactive solutions can be developed.

Our Core Behaviours – Expected of all our Employees (Linked to our Values):

COMMUNICATION

We are receptive and openminded

We communicate openly, honestly and adapt our style to suit others and / or the situation

ACCOUNTABILITY

We are accountable and take ownership

We follow through and meet our commitments

Adhere to the principals of Te Tiriti o Waitangi

Kaitiakitanga – guardianship of our environment

INNOVATION

We dare to be different and embrace the 'new'

We commit to continuous improvement

MDC CORE BEHAVIOURS

TEAMWORK

We act, think and behave as One Team / One Council

We bring solutions rather than problems

INTEGRITY

Manaakitanga – we care, we treat each other equally and with respect

We act professionally (internally and externally)

We are authentic and sincere in all that we do

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Job Family specific Behaviours:	
Achieving Results	Sets challenging goals for one self that assist with professional and personal development and growth, understands performance expectations, effectively manages own time and resources to ensure tasks and responsibilities are completed effectively, efficiently, safely and to a high standard. Core Behaviours: • Sets performance standards and goals. • Prioritises • Ensures high quality output. • Delivers • Leverages resources • Celebrates successes and achievements
Customer Focus	Understands the customers of MDC and effectively meeting their needs, builds productive customer relationships and takes responsibility for customer satisfaction. Core Behaviours: • Establishes effective relationships. • Clarifies the situation. • Takes action. • Ensure customer satisfaction (win / win = public value) • Meets the needs of MDC
Commercial Decision Making	Demonstrates a strong understanding of MDC's strategic goals / vision / values, business strategies, operations and functions; draws from experience and utilises industry information; recognises when further investigation is needed before decisions are made. Core Behaviours: • Applies commercial understanding to maximise results and MDC reputation. • Understands all aspects and functions of MDC. • Understands Local Government • Makes decisions strategically ensuring the impact is considered. • Identify opportunities for the growth of MDC / District and it's communities
Knowledge and Information sharing	Actively shares and contributes own knowledge, skills and expertise to develop the knowledge, skills and expertise of others. Core Behaviours: • Identifies opportunities to share knowledge with others. • Ensures understanding. • Offers feedback. • Encourages application of information and knowledge shared
Ongoing Learning and Development	Actively identifies new areas for learning needs to stay up to date and leading edge in area of expertise; regularly creates and takes advantage of learning opportunities; uses newly gained knowledge and skill son the job and learning through their application.

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	Core Behaviours:
	• Targets learning and development needs.
	• Seeks learning and / or development activities.
	• Maximises learning.
	• Applies knowledge, skills or expertise.
	• Openness to change and challenge
Teamwork	Identifies opportunities and takes action to build operational and strategic relationships between own area and other areas, teams, business units, or organisations to help achieve both business goals and Council goals.
	Core Behaviours:
	• Identifies collaborative opportunities.
	• Establishes relationships.
	• Formulates action plans.
	• Considers the impact of ones actions.
	• Monitors relationships and progress
Effective and Successful Communication	Recognises one's role in MDC's communication; clearly and succinctly conveys information and ideas to individuals and Council, communicates in a focused, appropriate and effective manner.
	Core Behaviours:
	• Takes initiative to share information.
	• Communicates appropriately.
	• Listens to and comprehends communication from others.
	• Delivers clear messages.
	• Communicates in an open, honest and professional manner.
	• Ensures understanding.
	• Follows up

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

_____   _____

Position holder signature   Date

_____   _____

Line Manager Name   Date

_____   _____

Line Manager Signature   Date

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