

# Executive and Governance Support



**Mackenzie**  
DISTRICT COUNCIL

## Position Description

### Position Description

<b>Position:</b>	Executive and Governance Support
<b>Incumbent:</b>	TBC
<b>Reports to:</b>	Chief Executive Officer
<b>Works Closely With:</b>	<ul style="list-style-type: none"> <li>• General Manager Operations and Regulatory Services</li> <li>• General Manager Corporate, Commercial, and Planning</li> <li>• General Manager Information, Engagement and Community Development Services</li> <li>• General Manager People, Customer, and Cultural Relationships</li> <li>• Executive Assistant to the CEO and Mayor</li> <li>• Governance Advisor</li> </ul>
<b>Location:</b>	Fairlie
<b>Department</b>	Executive
<b>Role Family:</b>	Administration / Customer Services / Support roles

<b>Customer Relationships:</b>	<b>Who:</b>
➤ <b>External</b>	<ul style="list-style-type: none"> <li>➤ Elected members, Committees of Council, rate payers and the general public</li> <li>➤ Consultants, contractors, suppliers</li> <li>➤ Government agencies and Ministers</li> <li>➤ Not for profit organisations</li> <li>➤ Regional Councils and fellow Territorial Authorities</li> <li>➤ Rūnanga, Iwi, Takata Whenua</li> </ul>
➤ <b>Internal</b>	<ul style="list-style-type: none"> <li>➤ Governance Advisor</li> <li>➤ Executive Leadership Team members</li> <li>➤ Senior Leadership Team members</li> <li>➤ Elected Members</li> <li>➤ Other Administrative Support Officers (for providing support and coverage)</li> <li>➤ Other Mackenzie District Council employees and teams</li> </ul>

### ***Position Contribution:***

The Executive and Governance Support position is responsible for providing high-level, proactive, efficient and comprehensive administration assistance and support to the four General Managers of the Executive Leadership Team (ELT), to enable them to effectively execute their roles and responsibilities internally and externally.

This includes providing administration and coordination services, diary management, minute taking and project support duties but is not formally part of either of these teams.

This role also provides high-quality governance support, advice, and services to the Council, elected members, committees, and community boards to ensure governance processes are transparent, compliant with legislation, and efficiently executed.

The Mackenzie District Council is focused on the delivery of best practise and innovation, collaboration and embracing kaitiaki principals in all that it does.

<b><i>Scope:</i></b>	<b><i>Dimensions:</i></b>
<b>Delegated levels of authority</b>	Refer to the delegations manual
<b>Span of Control</b>	Nil

<b><i>Expected Outcomes:</i></b>	<b><i>Primary Areas of Responsibilities / Measures:</i></b>
<b>Executive Support for the General Managers</b>	<ul style="list-style-type: none"><li>• Receive and escort visitors, take messages, answering and / or redirecting queries.</li><li>• Arrange meetings and teleconferences - schedule meetings, book meeting rooms / venues / call-in numbers, arrange meeting facilities, send confirmations, prepare, and distribute meeting materials well in advance of meetings.</li><li>• Manage and coordinate the General Managers email inbox if required.</li><li>• Anticipate information and organisational needs of the various General Managers.</li><li>• Liaise with relevant stakeholders to ensure information provided to the General Managers is within required timeframes to ensure deliverables are met.</li><li>• Record minutes of meetings (team / departmental / leadership team meetings) and follow up action points as required. Ensure that all meeting minutes and action points are distributed in a timely manner.</li><li>• Work closely with and provide support and backup for the Executive Assistant to the CEO and Mayor as and when required.</li></ul>

	<ul style="list-style-type: none"> <li>• Research, compile and generate relevant reports, prepare presentations, draft acknowledgement letters and correspondence for the General Managers as required.</li> </ul>
<b>Diary Management / Correspondence</b>	<ul style="list-style-type: none"> <li>• Effectively manage and coordinate the General Managers schedules, respond to Outlook calendar invites, ensure that offsite meetings have travel time allocated, resolve meeting conflicts, and prioritise issues in a timely manner.</li> <li>• Screen inward communications (telephone calls, mail, and visitors) for the General Managers as appropriate and identify and act on issues quickly.</li> <li>• Process the General Managers correspondence (written and electronic) by acknowledging letters and preparing draft letters for their consideration.</li> <li>• Continually explore ways to enhance the General Managers ways of working.</li> </ul>
<b>Administrative Support</b>	<ul style="list-style-type: none"> <li>• Prepare and process documentation on behalf of the General Managers e.g., travel expense claims, stationery orders, briefing papers, invoices, and purchase orders.</li> <li>• Make all domestic travel / visit programmes, flights, and accommodation for the General Managers to the agreed requirements, timeframes, and standards.</li> <li>• Organise functions and handle all administrative aspects of seminars and conferences (such as room bookings, catering requirements) in conjunction with others as required.</li> <li>• Establish and maintain electronic and paper filing systems and procedures, and develop new systems as required.</li> <li>• Ensure that emails, documents and information received and sent by the General Managers is saved into Laserfiche - the approved MDC electronic document and records management system (EDRMS).</li> <li>• Manage classified, sensitive, and confidential documents, files, and correspondence.</li> <li>• Prioritise, effectively deliver, and satisfy the business needs and stakeholders' objectives.</li> <li>• Develop and maintain electronic and paper information and key contact databases and make this information available as required.</li> <li>• Provide high level administrative support in a timely and accurate manner.</li> </ul>
<b>Governance Support</b>	<ul style="list-style-type: none"> <li>• Provide back up and support to the Governance Advisor as and when required i.e. to cover annual leave, sick leave etc.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide support and assistance to the Governance Advisor as and when required in the compilation of agendas and the taking of minutes for Council meetings, including Council Workshops and Community Board meetings.</li> <li>• Provide support and advice to elected members, in the absence of the Governance Advisor, to ensure they are well-prepared for meetings and decision-making processes.</li> <li>• Record minutes of meetings and follow up action points as required. Ensure that all meeting minutes and action points are distributed in a timely manner.</li> <li>• Attend statutory and formal meetings of the Council, Committees, and Community Boards as and when required in the absence of the Governance Advisor.</li> <li>• Attend informal workshops of Council as and when required notably in the absence of the Governance Advisor. Noting that there may also be an ongoing requirement to support a structured roster of at least one Community Board meeting per cycle to help alleviate workload pressures for the Governance Advisor.</li> <li>• When required, ensure meeting documentation, including agendas, minutes, and action points, are prepared and circulated within statutory timeframes.</li> <li>• Maintain governance records in compliance with the Local Government Official Information and Meetings Act (LGOIMA).</li> <li>• Provide support and advice to elected members, in the absence of the Governance Advisor, to ensure they are well-prepared for meetings and decision-making processes.</li> <li>• As and when necessary, undertake training on Standing Orders, Minute taking and legislative requirements for public meetings.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Build highly effective relationships, developed to ensure business objectives are delivered.</li> <li>• Support development of an organisational culture that reflects the Mackenzie District Council values and core behaviours.</li> <li>• Liaise with relevant stakeholders to identify and fulfil needs.</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Ensure relevant information regarding the content, changes or presentation of documentation is provided to the General Managers.</li> </ul>

	<ul style="list-style-type: none"> <li>• Establish, monitor, and maintain effective networks to enhance service to the General Managers.</li> </ul>
<p><b>Health and Safety</b></p>	<ul style="list-style-type: none"> <li>• Ensure that all activities undertaken are in accordance with the Mackenzie District Council Health and Safety Management System and related procedures.</li> <li>• Ensure compliance with responsibilities under the Health and Safety at Work Act (2015), and any amendments.</li> <li>• Ensure compliance with requirements of the Motor Vehicle Policy</li> <li>• Actively participate in the hazard identification and risk management process and report all accidents, incidents and near misses in a timely manner.</li> <li>• Raise any health and safety related issues or areas of concern with manager or Health, Safety and Wellbeing representative as soon as possible.</li> <li>• Engage in any Health, Safety and Wellbeing related training and complete all applicable course work.</li> <li>• Ensure their own safety while at work.</li> <li>• Ensure that no action or inaction of employees or volunteers while at work, causes harm to any other person(s).</li> <li>• Ensure all personal protective clothing (and equipment) is correctly used and/or worn (as specified in procedures or instructions).</li> <li>• Ensure that they assist with hazard/risk identification and control of risks as necessary and that they report all unsafe conditions without delay.</li> <li>• Ensure health and safety policies, procedures and processes are understood and complied with at all times.</li> <li>• Ensure all accidents, incidents and near misses are reported accurately and promptly to the relevant Business Unit Manager/Supervisor and Health and Safety Officer and online through MackSafe (within 24 hours of occurrence).</li> <li>• Know how and where to obtain first aid and medical assistance.</li> <li>• Ensure work areas are kept tidy to minimise the likelihood of injury to self and others.</li> <li>• Ensure health and safety issues of concern are communicated to the Manager.</li> <li>• Report/record all training and course attendances with the Health and Safety Business Partner.</li> </ul>

<b>Mackenzie District Council Policies, Procedures, Processes and Guidelines</b>	<ul style="list-style-type: none"> <li>• Understand, be familiar with and comply with all Council policies and procedures.</li> </ul>
<b>Self-Development / Ongoing / Professional Learning and Development</b>	<ul style="list-style-type: none"> <li>• Continue to develop your skills and knowledge in executive and governance support, administration, and coordination.</li> <li>• To build and maintain professional knowledge of best practice in executive and governance support services by researching and incorporating current best practice from other organisations and industries.</li> <li>• Actively solicit feedback from internal and external customers, peers, your Leader / those that you work closely with about your work performance to enhance and develop your skills.</li> </ul>
<b>Emergency Operations Centre</b>	<ul style="list-style-type: none"> <li>• To be actively involved in Civil Defence / Emergency Management as and when required. This may include undertaking training.</li> <li>• To assist or fulfill a role within the Emergency Operations Centre as required.</li> </ul>
<b>Confidentiality and Record Keeping</b>	<ul style="list-style-type: none"> <li>• Ensure that all records are saved to Laserfiche. .</li> <li>• Ensure that any confidential information that may be acquired, either directly or indirectly, is tagged and classified correctly, and is to be treated appropriately.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• To undertake any other duties as reasonably required.</li> </ul>






*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.*

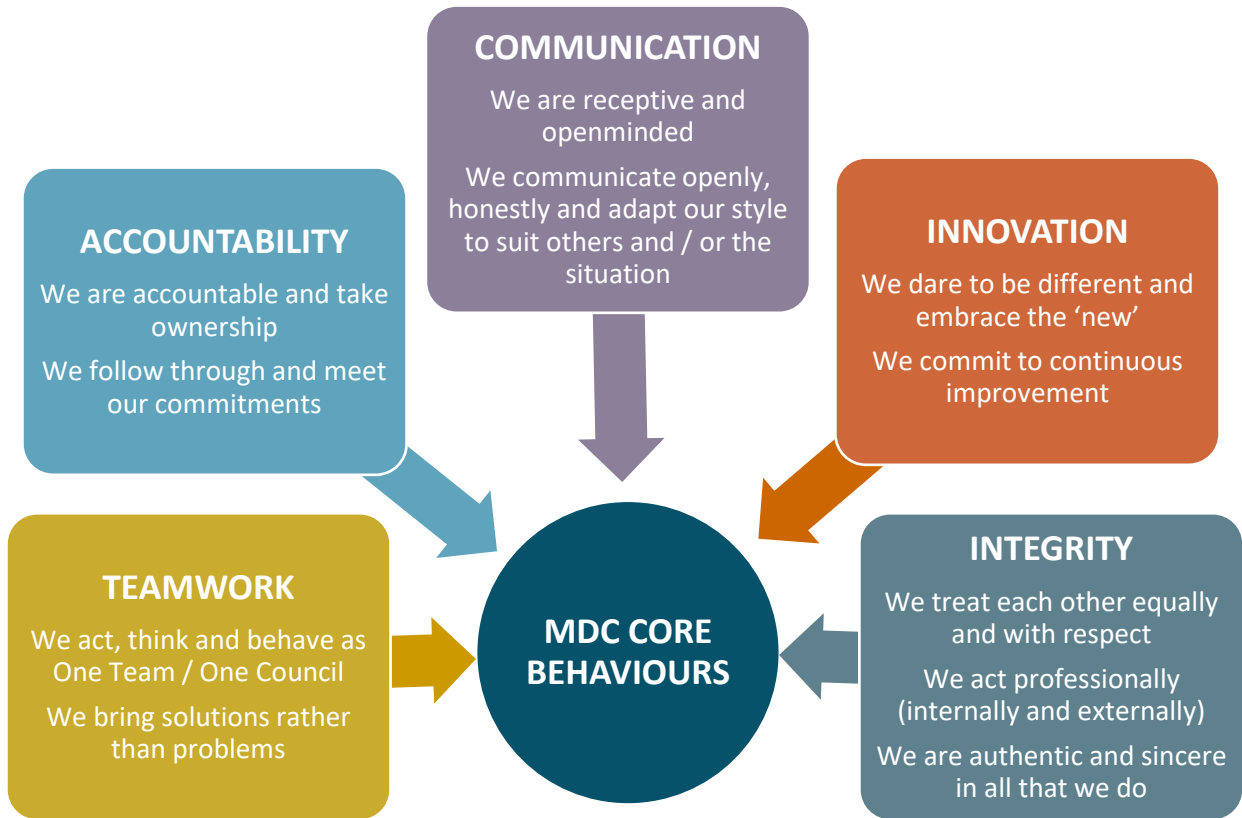
<b>Qualifications, Technical Skills, Knowledge, and Ability:</b>
<ul style="list-style-type: none"> <li>➤ 2+ years of demonstrated experience in providing administration support to a senior leader within a medium to large organisation (e.g., General Manager, CEO, Managing Director etc.).</li> <li>➤ NCEA Level 2 (or equivalent sixth form certificate) or a relevant tertiary qualification in business administration / management or project management.</li> <li>➤ Proven and demonstrated experience in minute taking.</li> <li>➤ Demonstrated experience in working within a Microsoft Office environment, with a high degree of computer literacy and advanced keyboard skills.</li> <li>➤ Experience in using Laserfiche or a similar electronic document management system would be an advantage.</li> <li>➤ A demonstrated focus on customer service and the ability to be comfortable with, support and champion change within a growing and evolving organisation whilst demonstrating resilience and the ability to be flexible and adaptable.</li> </ul>

- Strong time management and prioritising abilities, exceptional levels of accuracy and attention to detail.
- Local authority knowledge / experience would be advantageous.

### *Our Values and Why They're Important To Us:*

	<p style="text-align: center;"><b><i>Integrity</i></b></p> <p>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.</p>
	<p style="text-align: center;"><b><i>Community Focused</i></b></p> <p>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.</p>
	<p style="text-align: center;"><b><i>Collaborative</i></b></p> <p>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.</p>
	<p style="text-align: center;"><b><i>Responsive</i></b></p> <p>Agility is important to us because it will enable our communities to adapt to changing circumstances and respond quickly to new opportunities.</p> <ul style="list-style-type: none"> <li>• <b>Faster response times:</b> 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.</li> <li>• <b>Improved innovation:</b> Agility fosters a culture of learning and systems thinking.</li> <li>• <b>Better customer satisfaction:</b> Delivery of products and services that meet or exceed customer expectations, and higher levels of satisfaction.</li> <li>• <b>Increased efficiency:</b> Optimise processes and resources, reducing waste and increasing efficiency.</li> <li>• <b>Greater resilience:</b> Better equipped to handle unexpected challenges and disruptions, such as natural disasters, cyberattacks, or economic downturns.</li> </ul>
	<p style="text-align: center;"><b><i>Forward Looking</i></b></p> <p>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.</p>

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



**Job Family specific Behaviours:**

<p><b>Achieving Results</b></p>	<p>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.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Sets performance standards and goals.</li> <li>• Prioritises</li> <li>• Ensures high quality output.</li> <li>• Delivers</li> <li>• Leverages resources</li> <li>• Celebrates successes and achievements</li> </ul>
<p><b>Customer Focus</b></p>	<p>Understands the customers of MDC and effectively meeting their needs, builds productive customer relationships and takes responsibility for customer satisfaction.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Establishes effective relationships.</li> <li>• Clarifies the situation.</li> <li>• Takes action.</li> <li>• Ensure customer satisfaction (win / win = public value)</li> <li>• Meets the needs of MDC</li> </ul>

<p><b>Decision Making</b></p>	<p>Identifies and understands issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions and takes appropriate action.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Identifies issues, problems and opportunities</li> <li>• Gathers information</li> <li>• Interprets information</li> <li>• Provides alternatives and solutions</li> <li>• Chooses appropriate action</li> <li>• Commits to action</li> <li>• Involves others</li> <li>•</li> </ul>
<p><b>Knowledge and Information sharing</b></p>	<p>Actively shares and contributes own knowledge, skills and expertise to develop the knowledge, skills and expertise of others.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Identifies opportunities to share knowledge with others.</li> <li>• Ensures understanding.</li> <li>• Offers feedback.</li> <li>• Encourages application of information and knowledge shared</li> </ul>
<p><b>Ongoing Learning and Development</b></p>	<p>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 skills on the job and learning through their application.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Targets learning and development needs.</li> <li>• Seeks learning and / or development activities.</li> <li>• Maximises learning.</li> <li>• Applies knowledge, skills or expertise.</li> <li>• Openness to change and challenge</li> </ul>
<p><b>Teamwork</b></p>	<p>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.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Identifies collaborative opportunities.</li> <li>• Establishes relationships.</li> <li>• Formulates action plans.</li> <li>• Considers the impact of ones actions.</li> <li>• Monitors relationships and progress</li> </ul>
<p><b>Effective and Successful Communication</b></p>	<p>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.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Takes initiative to share information.</li> <li>• Communicates appropriately.</li> </ul>

	<ul style="list-style-type: none"><li>• Listens to and comprehends communication from others.</li><li>• Delivers clear messages.</li><li>• Communicates in an open, honest and professional manner.</li><li>• Ensures understanding.</li><li>• Follows up</li></ul>
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I have read and understood the above position description and accept all the above responsibilities incorporated herein.

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Position holder signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Line Manager Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Line Manager Signature

\_\_\_\_\_  
Date