

# Administration Support Officer - Engineering Position Description



**Mackenzie**  
DISTRICT COUNCIL

## Position Description

<b>Position:</b>	Administration Support Officer – Engineering
<b>Incumbent:</b>	TBC (insert name once appointed)
<b>Reports to:</b>	Manager Engineering
<b>Location:</b>	Fairlie
<b>Department</b>	Operations
<b>Business Unit:</b>	Engineering
<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>➤ Ratepayers and residents of the communities</li> <li>➤ Partner Agencies and other key stakeholders</li> <li>➤ Media</li> <li>➤ Council contractors and their employees</li> <li>➤ Iwi / Papatipu Rūnanga / Mana Whenua</li> </ul>
➤ <b>Internal</b>	<ul style="list-style-type: none"> <li>➤ Executive Leadership Team</li> <li>➤ Senior Leadership Team</li> <li>➤ Administration Support Officers within MDC</li> <li>➤ Elected Members and Community Board Chairs</li> <li>➤ All other Mackenzie District Council employees</li> </ul>

### Position Contribution:

The Administration Support Officer - Engineering is primarily responsible for providing quality, effective and professional administrative support to the Engineering Team to enable them to effectively execute their roles and responsibilities internally and externally.

The Administration Support Officer – Engineering is responsible for administrative management of the Engineering Team and function and will also assist with general and specific assistance and support to the wider Mackenzie District Council as needed.

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, which includes ensuring the infrastructure is run efficiently.

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

<i>Scope:</i>	<i>Dimensions:</i>
<b>Delegated levels of authority</b>	Up to \$5,000
<b>Span of Control</b>	Detail the area of responsibility the position has within the company, <ul style="list-style-type: none"> <li>• Nil</li> </ul>

<i>Expected Outcomes:</i>	<i>Primary Areas of Responsibilities / Measures:</i>
<b>Engineering Team and Operational Department Administration and Support</b>	<ul style="list-style-type: none"> <li>• Provide general administration duties with a focus on supporting the Engineering team / business unit including initial checking, data entry, liaison with ratepayers and contractors, production of reports, minutes and correspondence, and maintenance of systems.</li> <li>• Provide support to the Manager Engineering to achieve the objectives, business unit goals of the Engineering Team.</li> <li>• Provide support to the Operations department as and when required.</li> <li>• Identify ways to achieve efficient work practices and ensure decisions are made to ensure value for money and to enhance the reputation of not only the Engineering Team but the Mackenzie District Council.</li> <li>• Analyse and evaluate data / information and produce reports / information and / or data as required for the Engineering Team.</li> <li>• To be responsible for the administration and accuracy of data input into a variety of computerised database systems including GETS, water quality data and performance data systems.</li> <li>• Coordinate the collection of Information for responses either to other groups or the public including but not limited to LIMs/PIMs, 223 and 224 certificates, annual report returns and resource consents.</li> <li>• Provide administrative and project management support in a timely and accurate manner to the Operations department as a whole.</li> <li>• Research, compile and generate relevant reports, prepare presentations, draft acknowledgement letters and correspondence for the Manager Engineering.</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain electronic and paper filing systems and procedures as per the Council's policies.</li> <li>• Develop and maintain electronic and paper information and key contact databases and make this information available as required.</li> <li>• Prepare and process documentation on behalf of the General Manager Operations, Manager Engineering and the Engineering Team e.g., travel expense claims, stationery orders, reports, presentations etc.</li> <li>• Arrange meetings and teleconferences; schedule meetings, booking rooms / venues / call-in numbers, arrange meeting facilities, send confirmations, prepare, and distribute meeting materials well in advance of meetings.</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>• Make all domestic travel / visit programmes, flights and accommodation for the Manager Engineering and the Engineering Team and the remainder of the Operations department to the agreed requirements, timeframes, and standards.</li> <li>• Organise functions and handle administrative aspects of seminars and conferences (such as room bookings, catering requirements) in conjunction with others as required.</li> </ul>
<b>Support for other teams</b>	<ul style="list-style-type: none"> <li>• Work as a member of the team that provides high quality administrative outcomes across all departments, including all business units within the Operations department and the Corporate Services department.</li> <li>• Provide cover for other Administrative Supportive Officers from different business units when workload or leave cover is required.</li> <li>• Provide support and cover for Customer Services as and when required and ensure high quality services are provided to customers, ratepayers and clients of the Mackenzie District Council.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Ensure that all activities undertaken are in accordance with the Mackenzie District Council health and safety policy, plan and procedures.</li> <li>• Ensure compliance with responsibilities under the Health and Safety at Work Act (2015), Regulations 2016 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>• Comply with all client site requirements.</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 administration and customer service skills, knowledge and experience.</li> <li>• To build and maintain professional knowledge of administration and customer services.</li> </ul>
<b>Emergency Operations Centre</b>	<ul style="list-style-type: none"> <li>• To be actively involved in Civil Defence Emergency Management when required.</li> <li>• To assist or fulfill the role of Public Information Manager role as required.</li> </ul>
<b>Confidentiality and Record Keeping</b>	<ul style="list-style-type: none"> <li>• Ensure that all records are saved to the EDRMS.</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>

*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 or more years experience working in an administration role, either at intermediate or senior level.
- Proven and demonstrated experience in database management and administration.
- Previous experience in the provision of administrative support in an Engineering environment would be advantageous.
- Local Government knowledge / experience would be advantageous.
- Demonstrated experience in working within a Microsoft Office environment, a high degree of computer literacy and advanced keyboard skills. Experience in using Laserfiche or a similar electronic document management system would be an advantage.
- Ability to support and champion change management.
- Ability to multi-task with dexterity under pressure and to tight deadlines.
- Capacity for implementing clear systems and processes with sensitivity and rigour.
- Take a lead role in the development of a professional and customer-oriented approach to work at all times.

#### **Our Values:**

Our current values are being refined as part of the transformation programme. The values will reflect the aspiration of Mackenzie District Council to reach its potential and capitalise on its strengths. We believe it is essential to always display leadership, to treat each other with respect and dignity, take responsibility for our own actions, and follow a positive, friendly and professional approach.

##### **Dare to be different:**

We show courage by taking managed risks. We are willing to try new approaches and to do things differently. We always look outside to see what others do better than we do and embrace new ideas and change in order to improve what we do, and how we do it. Fear of criticism will not hold us back from doing the right thing.

##### **Do things with respect and trust:**

Give people fair and realistic timeframes and deliver accordingly. We follow up with people and close the loop. We are honest in our communications and provide consistent messages. Communications are professional – treating people as equals and with impartiality and empathy – we can disagree but still maintain a professional relationship.

Members of the community experience positive interactions with us. We choose to build strong relationships on a foundation of mutual trust and respect.

**Be fair to everyone:**

Consistency in decisions, service, advice and information. Everyone has the same opportunity to be heard, and to take advantage of the opportunities available to him or her.

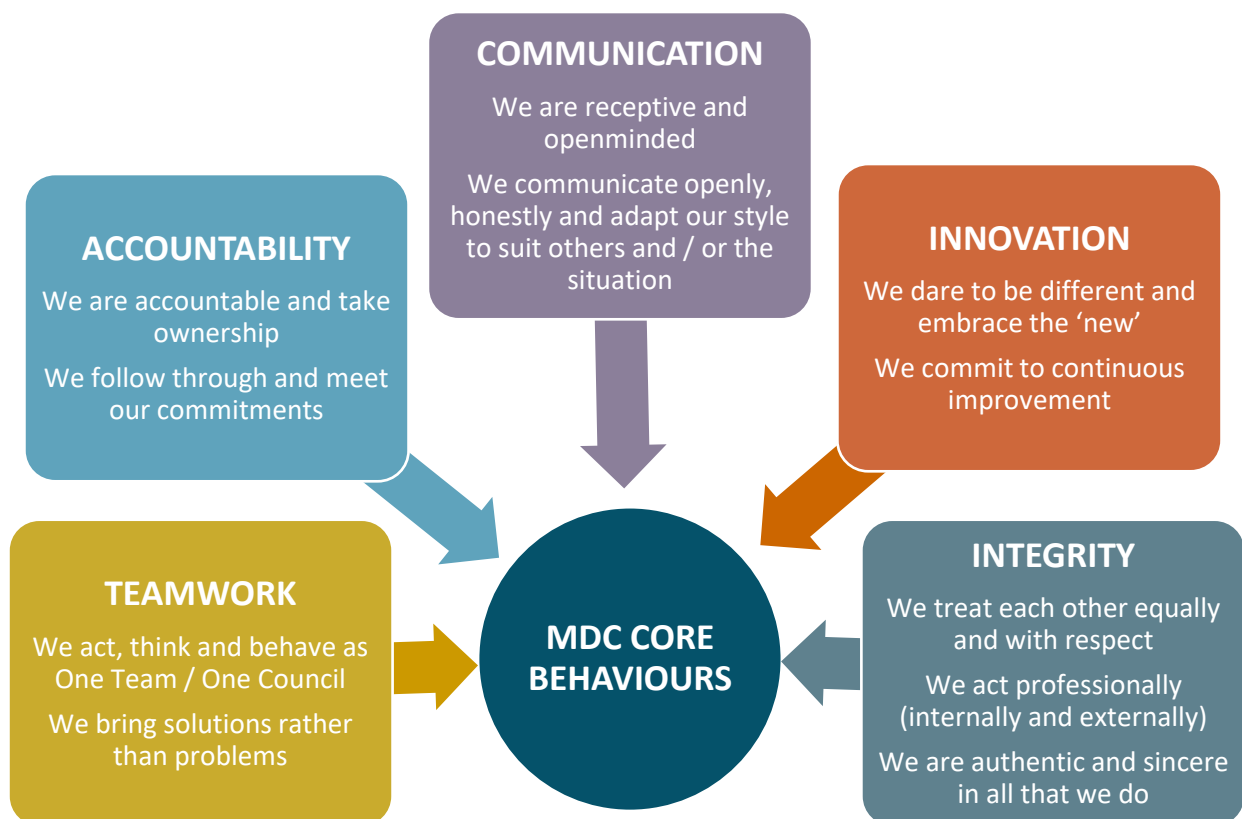
**Peace and serenity matters:**

These are the defining, unique, extremely special characteristics of our district (e.g. tranquil lakes, open spaces and dark skies) – and they need to be protected. Future development and decisions will be sensitive to this value.

**Leave things better for the future:**

We will carefully consider our actions, and do things with best practice in mind, challenging the short-term focus with long-term decisions. We will look ahead to understand the big picture and future needs of our district and future generations.

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



***Job Family specific Behaviours:***

<b>Achieving Results</b>	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.
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	<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>
<b>Customer Focus</b>	<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>
<b>Commercial Decision Making</b>	<p>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.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Applies commercial understanding to maximise results and MDC reputation.</li> <li>• Understands all aspects and functions of MDC.</li> <li>• Understands Local Government</li> <li>• Makes decisions strategically ensuring the impact is considered.</li> <li>• Identify opportunities for the growth of MDC / District and it's communities</li> </ul>
<b>Knowledge and Information sharing</b>	<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>
<b>Ongoing Learning and Development</b>	<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 skill son 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>

<b>Teamwork</b>	<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>
<b>Effective and Successful Communication</b>	<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> <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>

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