

<b>POSITION TITLE:</b>	Corporate Support Assistant		
<b>GROUP:</b>	Corporate Services	<b>SECTION:</b>	Corporate Operations
<b>REPORTS TO:</b>	Corporate Assets & Support Lead		
<b>RESPONSIBLE FOR:</b>	n/a		
<b>FAMILY:</b>	OS6	<b>GRADE:</b>	10
<b>DATE REVIEWED:</b>	February 2024	<b>JOB NUMBER:</b>	

### HBRC STRATEGY

#### Our Vision:

We want a healthy environment and a resilient and prosperous community.

#### Our Purpose:

We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

#### Our Values:

- **Partnership and Collaboration:** We work with our community in everything we do.
- **Accountability:** We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers' funds and assets
- **Transparency:** We report on what we do and the value this delivers for our community
- **Excellence:** We set our sights and expectations high, and never stop striving to do better

#### Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kounga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

### POSITION SUMMARY

The role of Corporate Support Assistant will handle a variety of responsibilities, offering diverse support to the organisation. This includes independently prioritising tasks and interpreting established procedures to fulfil authorised requests. In this dynamic role, you'll oversee tasks such as purchasing uniforms, coordinating their delivery, and managing various functions such as catering, fleet support, stationary, printing, and related duties. The capability to handle a diverse workload is vital for enhancing the organisation's operational efficiency. Regular discussions will ensure fair expectations, providing opportunities for your professional development within the outlined requirements for this role.

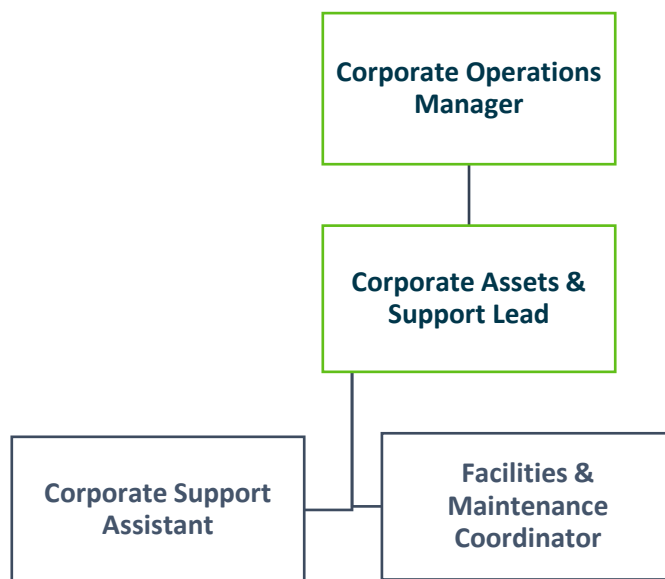
### GROUP AND TEAM GOALS:

The Corporate Support team provides the following roles and functions as part of the Corporate Services Group:

- Confidential and effective executive, financial, secretarial and administrative support to Group Managers.
- Appropriate administration and secretarial service/support to Hawke's Bay Regional Council (HBRC) staff.

- Develops, through a collaborative approach, improvements to processes and support that improve the running of HBRC.
- Effective governance, committee advisory and administration support for HBRC and its committees.
- Provides Customer experience (CX) services.
- Manages HBRC's catering and cafeteria requirements.
- Manages HBRC's Fleet of vehicles.
- Manages HBRC's Facilities and Security.
- Manages the Digital Mobile Radio Network for HBRC.
- Provides purchasing and supply for stationery, clothing and PPE for HBRC.
- Manage Health & Safety systems for Fleet and InReach Lone worker satellite systems.

## ORGANISATIONAL CONTEXT



## JOB SPECIFIC ACCOUNTABILITIES

### Facility Maintenance & Fleet Coordination:

- Monitor and restock cafeteria supplies across Napier locations.
- Maintain tidiness in cafeterias and kitchens across Napier locations.
- Act as a liaison for the cleaning contractor regarding cafeteria and office requirements at all sites.
- Set up council chambers for meetings and ensure tidiness afterward.
- Coordinate waste management and secure bins, collating data for carbon footprint calculations.
- Use EROAD for servicing coordination and record keeping of all fleet vehicles.
- Manage the delivery of vehicles for servicing and conduct driver checks as required.
- Provide cleaning services to vehicles or organise an external provider as required.

### Procurement and Supplier Relations:

- Seek best supply prices, coordinate ordering, purchasing and delivery/distribution of supplies, and account for Covid PPE as required.

- Maintain relationships with suppliers for all stock required by the organisation and managed with the FAST team.
- Undertake regular review and stocktake of uniform, stationary, PPE, safety, and response supplies to streamline effectiveness of their procurement for the whole organisation.
- Understand and follow procurement processes and policies when undertaking the above tasks.
- Ensure effective and efficient catering for meetings, including processing requests, handling deliveries, and managing financial aspects in TechOne.

**TechOne Operation:**

- Operate TechOne for one off and annual requisitions, purchase orders, and goods receipting in various areas, including catering, uniforms, PPE, stationery, waste management, and fleet expenditure.
- Ensure all purchases are coded to the correct workstreams to ensure the right accounts are being charged and to ensure data quality for reporting.
- Conduct reviews of clothing, PPE, and safety supplies to streamline ordering.

**Documentation and Communication:**

- Process incoming mail and parcels, inform recipients, and adhere to HBRC policies.
- Carry out requests for printing, laminating, binding, and delivery of documents in a timely manner.
- Undertake scanning of documents as required by other teams while being aware of legislative requirements regarding privacy, confidentiality, and the consenting process related requirements.
- Print and distribute Council minutes and agendas in a timely manner, ensuring they are copied and filed appropriately and in collaboration with the Governance team.
- Update Promapp as processes are revised due to identified efficiencies.

**Backup Support:**

- Provide backup support to Facilities & Maintenance Coordinator when they are away or need additional support.
- Assist in updating Council first aid kits as required.
- Provide cover to Customer Experience team in the reception area or on the phones as required.

**Adaptive Organisational Support:**

- Work with all levels of the organisation, often supporting executive staff at short notice with tact and diplomacy.
- Handle out-of-the-blue requests for corporate support, employing problem-solving skills as needed.
- Take responsibility for own work and day-to-day planning of tasks.

**Administration:**

- Execute required administrative duties promptly, aligning with HBRC's day-to-day needs.
- Provide mail merge assistance for other departments and scanning of documentation as necessary.
- Manage laminating tasks, outsourcing when necessary.
- Provide data entry support to the wider Facilities and Assets Support team (FAST team).

**FUNCTIONAL RELATIONSHIPS**

**Internal**

- Group Managers
- Executive Team
- Elected members

**External**

- Consultants and contracts
- Government agencies and departments
- Local authorities

- Team members
- Technical and legal professional
- Iwi and other community groups
- Members of our community

## COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under our purpose statement, "working with our community" is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is projected at all times in dealing with external contacts.
- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved.
- Customers are satisfied with responses to written or verbal requests for information.

## CONTINUOUS IMPROVEMENT

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager.
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your manager.
- Showing a strong team commitment, as indicated by peer feedback and your manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging other ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your manager.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

## HEALTH AND SAFETY

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.
- Comply with the COVID-19 Public Health Response (Vaccinations) Order 2021.

## EMERGENCY MANAGEMENT

When a Civil Defence event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities after providing required support for your family and dependants. All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area. This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.
- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuity Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

## PERSON SPECIFICATION

### Minimum Qualifications and Experience required.

- NCEA University Entrance Literacy and Numeracy
- Valid driver's licence required

### Knowledge

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

- Proficiency in MS Word, Excel, Visio, Projects, PowerPoint and other database and information management systems
- Analytical skills.
- Knowledge of financial reporting systems and requirements.
- Communicating effectively to convey and interpret data/information.
- Collaborative work practices to build strong working relationships.
- Problem solving working knowledge.
- Sound understanding of tikanga Māori and Māori values and an appreciation as to how they relate to Regional Council functions and plan and policy development.

### Personal Attributes

- Sound judgement and initiative
- Ability to create harmony in a team.
- Ability to anticipate change, remain flexible and be innovative.
- Excellent interpersonal skills with the ability to initiate and engage effectively at all levels, internally and externally.

- Ability to effectively gather multiple sources of information and apply technical and analytical skills to make effective decisions.
- Ability to effectively plan, organise and co-ordinate work to ensure that goals are achieved with the highest quality of work possible within agreed timeframes.
- Ability to clarify objectives, identify key issues, consider all perspectives, and evaluate.
- Ability to cope with a variety of work and on occasion difficult situations.
- A high level of courtesy and listening skills.

#### **Awareness**

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

#### **CHANGES 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 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 for the annual performance cycle.

#### **ACKNOWLEDGEMENT**

*I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.*

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name