

Business Support Officer (Operations)

Reporting to: Operations Director

Location: Operations Team (Greymouth)

Date Reviewed: November 2018

Position Purpose

The Operations Team is responsible for activities including Biodiversity, Councils Business Unit (VCS) and River Engineering. The Business Support Officer is responsible for provision of administration support to the whole team across all of these activities.

Functional Relationships

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
<ul style="list-style-type: none"> • Chief Executive • Executive Team • Mayor and Councillors • West Coast Regional Council staff 	<ul style="list-style-type: none"> • Ratepayers, Residents and the General Public • Government Departments • Local Authorities • Local Government New Zealand • Contracting organisations

Limitations of Authority:

As defined in the Delegations Manual.

Financial: N/A

Staff: N/A

Operational:

Key Tasks and Responsibilities

1. Manage the external mail for Operations and follow up on response deadlines

Expected Results:

- a) All mail is provided to the appropriate person and responses tracked to ensure deadlines are met.
- b) Word processing as required.

2. Organisation, coordination and support of team meetings and any other meetings for the Operational staff.

Expected Results:

- a) Agenda's and minutes are accurately prepared and circulated.

3. All relevant databases are maintained

Expected Results:

- a) All inputs into the databases are timely, correct and error free
- b) Data required is captured from all activity managers for input into relevant databases

4. General Administration and Word processing support for the team

Expected Results:

- a) The team are supported with timely general admin support as and when required
- b) Effectively utilising Excel spread sheets.
- c) Complete quality Management/Assurance administration, Time sheet and Health and Safety tasks

5. Contract Management

Expected Results:

- a) Assist in the preparation of tenders for Vector Control Services.
- b) To assist in issuing pre-operational letters for all contracts, making post-operational information available.
- c) Undertake a range of office contract administration and filing tasks.
- d) To assist in invoicing to all VCS clients.

6. Personal Assistant

Expected Results:

- a) Proactively managing incoming information, phone calls, correspondence and emails for the Operations Director, Operations Manager and VCS staff, when they are unavailable, dealing with routine correspondence where appropriate.
- b) Attend meetings and debriefs as required. Take accurate minutes to distribute and file as required.

7. Reports

Expected Results:

- a) Assist in the preparation of reports as required.
- b) All reports are timely and accurate.

8. Other Duties

Expected Results:

- a) Supporting the team by completing other duties as and when they arise

HEALTH AND SAFETY:

- To adhere to all Council and safety plans, policies and procedures including using protective equipment supplied.
- To identify existing or potential hazardous conditions and recommend appropriate corrective actions.
- To report all accidents and near miss events.
- To be familiar with emergency procedures.
- To ensure safe working conditions, develop safe working practices and wear protective clothing and equipment where necessary.

- To implement the removal of hazards where practicable and provide training in this area.
- To ensure staff are trained and kept up to date with any new work safe policy changes.
- To ensure visitors and contractors operate under the Council health and safety policy and procedures.

To meet the Council’s statutory responsibilities for civil Defence and emergency management you will be expected to participate in any civil Defence and emergency management training initiatives and undertake activities, as directed as part of Council’s emergency response.

Person Specification

Qualifications/Experience

- Minimum NCEA Level 3 or equivalent
- Minimum 5 years in an Office Administration role
- Proficiency with Microsoft office applications particularly Word and Excel
- Ability to plan, monitor and report work programmes

Skills / Attributes

- Excellent verbal and written communication skills
- Ability to ensure that work is completed to a high standard and to meet deadlines
- Ability to work cooperatively as part of a team demonstrating energy, vision and initiative
- Excellent Customer Service skills
- Ability to manage time and prioritise and organise workload
- A high level of interpersonal skills and an ability to work well in a close team environment
- Ability to see new opportunities for improved implementation of programmes
- Able to maintain a high degree of confidentiality and sensitivity

This job description gives a general outline of the duties and is not intended to be an inflexible or finite list of duties. It may therefore be amended from time to time.

Employee’s Signature

Date

Manager’s Signature

Date