

Operations Team Assistant

Purpose | Te arotahi mātua

The Operations Team Assistant is responsible for working collaboratively and cohesively within the Operations team to provide executive administrative and secretarial support to the Director Operations and the Operations team.

The role encompasses engagement with iwi/hapū, the science community, and a range of internal and external stakeholders. This role has a very strong, close working relationship with the other Executive Assistants and wider Administration team. Effectively communicating to a range of audiences is a key aspect of this role.

The Taranaki Regional Council has a leadership and staff development programme (Our TRC). This role will have an excellent understanding of the programme and will be committed to its implementation at both an individual and organisational level.

Role dimensions | Te ahu mahi

Responsible to:	Director – Operations
Responsible for:	Nil
Primary location:	Stratford
Job context:	Fixed Term, Full-time
Job holder:	
Position grade:	add grade *TBC (grade, existing staff only)
Position number:	401

Organisational context | Te horopaki whakahaere



Role specific areas of responsibility | Whakaritea ngā wāhanga kawenga

The key responsibility areas are provided as a guide only. Performance measures for this job will need further discussion between the job holder and People Leader/Manager as part of the performance development process.

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| Executive Support | <ul style="list-style-type: none">• Provide proactive, quality and comprehensive Executive Assistant services to the Director – Operations as a priority, including but not restricted to dairy management, managing correspondence, organising travel arrangements, undertaking specific research projects as agreed, organising special events and liaising with the public and interested parties in the event that the Director is unavailable. |
| Secretarial and administrative support | <ul style="list-style-type: none">• Advanced word processing and formatting support is provided to Director – Operations and the Operations team.• Provide general investigation, research and data collection on a broad range of issues, to assist the Director – Operations as and when required.• Arrange travel and accommodation for the Director – Operations and Operations managers.• Provide advanced secretarial and administrative support, as required to the various technical and working party/groups associated with the functions of the Operations department.• Provide administrative assistance, such as writing and editing emails, drafting memos, and preparing communications on the Director-Operations and departmental managers' behalf.• Arrange and co-ordinate meetings (and other forums) including agenda development, minute taking, report preparation and coordination, preparing presentations and arranging facilities, social events, accommodation and catering for each function. |
| Support Services | <ul style="list-style-type: none">• Work closely with other Executive Assistants, the Administration and Logistics Manager and the Administration team, providing expertise across the Taranaki Regional Council when required. |
| Quality Control | <ul style="list-style-type: none">• Maintain quality control processes for the Operations Department. |
| Māori relationships | <ul style="list-style-type: none">• Develop effective partnering relationships with tangata whenua and Māori in relation to the work of the Executive Leadership team and support the delivery of Taranaki Regional Council strategic priorities.• Maintain an understanding of the relationships, and work that Taranaki Regional Council has underway, with tangata whenua and Māori groups across the region. |

Stakeholder engagement

- Consult and collaborate with a diverse range of external and internal stakeholders to deliver the strategic goals of the Operations team and the wider Taranaki Regional Council.
- Support the Executive Leadership Team to develop and maintain effective partnering relations with all key stakeholders.
- Act as a conduit for staff to the Executive Leadership Team.

Financial management and reporting

- Ensure purchase orders and invoices are coded correctly, accurately authorised at the appropriate level, and follow financial procedures and delegations.
- Ensure invoices are forwarded to the Finance team in a timely manner so that they can be processed by the due date.

Health and safety

- Take all practicable steps to ensure a safe and healthy workplace by promoting, implementing and supporting appropriate health and safety practices.

Special Requirements

- Must be able to undertake the physical requirements of the position.
- May be required to work with hazardous and toxic materials.
- May be expected to work under conditions in which personal risk is incurred and safety procedures must be adhered to in accordance with the Taranaki Regional Council's Policies and Procedures.





Organisational areas of responsibility | Ngā wāhanga whakahaere

- **Be a team player** – Contribute to the greater team and organisational goals by completing projects and tasks in an efficient and effective manner, including any additional activities as directed by your People Leader.
- **Be flexible and adaptable** – Flexible work arrangements meet the needs of our customers, the Council and the individual and may include the need to work outside normal office hours from time-to-time.
- **Look after yourself and others** – Work within the Council's health and safety systems, policies and procedures at all times to limit risk and keep yourself and those around you safe.
- **Work with integrity** – Maintain high professional and ethical standards that align with relevant legislation, Council policies and our values.
- **Develop yourself and others** – Proactively seek out opportunities for your own professional development and work alongside others to develop them, including actively taking part in Our TRC.
- **Be culturally aware** – Show appreciation and understanding of Māori culture and values and put these into practice in your work.
- **Be an agent for change** – Always be on the lookout for ways to do things better, faster or smarter and be an active participant in the continuous improvement culture.
- **Be digitally savvy** – Understand and be competent in the use of digital technologies relevant to your role, including processing and storage of Council information in line with relevant policies.
- **Emergency planning and response** – Where required, participate in emergency management training exercises and support Council during an emergency management response, having due regard to the safety of your family.
- **Live our values** - Be aware of and demonstrate our values in ways that support inclusivity in every aspect of our work.

Delegations of authority | Te tuku mana

Delegations for all roles are set out in the **Taranaki Regional Council Delegations Manual** as appropriate.

Personal specifications | Ngā whakaritenga whaiaro

- Qualifications**
- A Level 3-4 Certificate or similar qualification in secretarial/administration and/or business management, or a field that is relevant to the specialisation of this role is required.
 - Preferably a Bachelor's degree qualification in business administration/management.
- Experience**
- At least three years' experience as a Personal or Executive Assistant preferably in providing executive support services.
 - Have technical and practical proficiency and competency relevant to this role's specialisation.
 - Experience with building and maintaining effective relationships and gaining the cooperation of a wide range of internal and external stakeholders.
- Skills**
- Taranaki Regional Council has a skills pathway framework enabling people to plan their development and grow their skills. The core skills required for this position are aligned with **He Pukenga Ara Skills Pathway**, and a summary table is included in Appendix 1.
 - Excellent secretarial and administrative skills.
 - Excellent oral and written communication skills.
 - Excellent self-management skills including working effectively without direct supervision, managing and organising fluctuating workloads in sometimes stressful situations.
 - Excellent organisational ability, applying methodical precision to coordinate and prioritise multiple jobs.
 - Excellent customer service delivery and a can-do attitude.
 - Effective relationship builder, ideally within a political environment.
 - Able to resolve conflict in a positive and productive way.
 - Attention to detail.
- Knowledge**
- Advanced word processing and document formatting skills.
 - Strong computer literacy, including confidence and competence in the use of Microsoft Office products to an intermediate level or above.
 - Awareness and understanding of local government and how it operates.
 - Working knowledge of tikanga Māori and Te Reo.
- Personal attributes**
- **Collaborative** – can connect with others, listens, reads people and situations, is inclusive and communicates tactfully.
 - **Goal orientated** – shows commitment and ambition.
 - **Strategic thinker** – ability to think analytically and critically, with the big picture in mind.
 - **Integrity** – Ability to work in a confidential manner including tact and discretion
 - **Resilience** – maintains composure.
 - **Self-aware and agile** – able to receive feedback on own performance, can self-assess, adapts approach, and commit to own growth and development.
 - Excellent judgement and initiative, able to work with minimal supervision
 - A can-do attitude



Functional relationships | Te whanaungatanga mahi

Build, maintain and role model meaningful effective and sustainable relationships with;

- Internal**
 - All Taranaki Regional Council staff
 - Director – Operations
 - Departmental Managers
 - Executives assistants
 - Administration team
 - Business, Information and Technology Services Team
- External**
 - Other regional and local authority staff
 - Consultants and contractors
 - General public, iwi/hapū and special interest groups

Changes to job description | Ngā huringa ki ngā whakaahuatanga mahi

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.



Our key messages | Ko ā mātou kōrero mātua

Taranaki Regional Council works with the Taranaki community:



Improving lifestyles
Supporting livelihoods
Taking Taranaki forward

Our mission | Tō tātou mihana

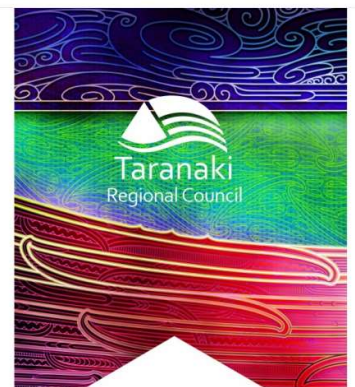
To work for a thriving and prosperous Taranaki by:

- Promoting the sustainable use, development and protections of our natural and physical resources.
- Safeguarding Taranaki's people and resources from natural and other hazards.
- Promoting and providing for significant services, amenities and infrastructure.
- Representing Taranaki's interests and contributions to the regional, national and international community.

We will do this by leading with responsibility, working cooperatively, encouraging community participation, and taking into account the Treaty of Waitangi.

Our values | Tō tātou whanonga pono

- **Integrity** | We do what is right, rather than what is easy.
- **Teamwork** | We are one TRC team, working together with courage and purpose.
- **Care & Respect** | We demonstrate care and respect for ourselves and others; we treat everyone with dignity.
- **Agility** | We strive for excellence, embracing change as an opportunity for innovation.



Our health and safety | Tō tātou Hauora me te haumaru

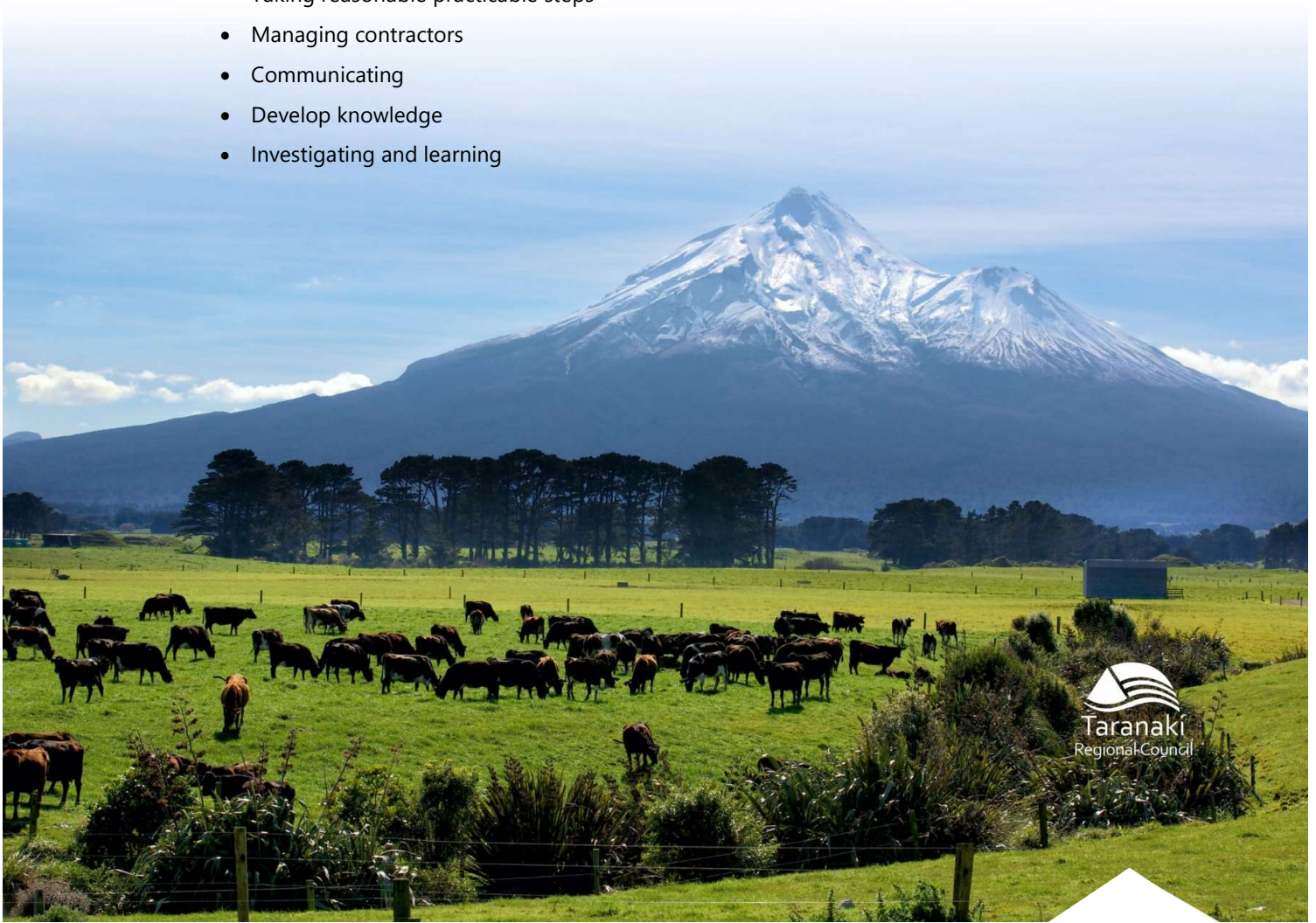
The Taranaki Regional Council is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

There are two key points to health and safety:

- 1 The safety of our people and the communities in which we operate always comes first.
- 2 We are all empowered and expected to challenge any unsafe situation at work.

We will achieve these by:

- Building a positive culture
- Aiming for zero harm
- Taking reasonable practicable steps
- Managing contractors
- Communicating
- Develop knowledge
- Investigating and learning



He Pūkenga Ara Skills Pathway

Skill Area	Capabilities
Service Delivery	<ul style="list-style-type: none"> • Service Standards • Customer Service • Judgement and Decisions
Organisational Impact	<ul style="list-style-type: none"> • Aligns Work • Collaborates • Assesses Impact and Value • Promotes Change
Self-Awareness	<ul style="list-style-type: none"> • Knows Self • Develops Self and Others • Builds Trust
Communicates Effectively	<ul style="list-style-type: none"> • Clear Messages • Adapts Style • Tact and Diplomacy
Digital Technology	<ul style="list-style-type: none"> • Systems Knowledge • Works Efficiently • Data Management
Wellness and Risk	<ul style="list-style-type: none"> • Policies and Procedures • Manages Risks • Proactive Wellbeing • Site Safety
Cultural Awareness	<ul style="list-style-type: none"> • Reo • Tikanga • Whakawhanaungatanga • Local context • Mātauranga Māori • Regulatory Environment