



Title: Operations Administrator

Reports to: Operations Delivery Manager

Location: 96 West End, Kaikoura

Date: November 2024

Position Purpose:

Completing Operations responsibilities and provide administration support to the Operations Team.

Areas of Responsibility:

Key deliverables / expected results will be agreed with the Operations Delivery Manager on a regular basis.

These responsibilities are not recorded in any order of importance.

Contract Administration	<ul style="list-style-type: none"> • Processing of contract payment claims for authorisation, including checking validity and accuracy of payment claims against supporting documentation • Maintenance of records of contract instructions, contract claims and payment certificates • Raising Purchase Orders against supporting documentation
Tendering & Funding	<ul style="list-style-type: none"> • Provision of assistance in the preparation and administration of tender documents and the associated tender and contract process, including the upload to GETS • Preparation of documentation to support funding applications to third parties, particularly the NZ Transport Agency
Meeting Management	<ul style="list-style-type: none"> • Taking and distribution of minutes recording contract and team meetings
Response Administration	<ul style="list-style-type: none"> • Receiving and addressing customer enquiries and applications - 3Waters, vehicle crossing, BeforeUDig, Trade Waste, • Maintenance of the Council database for <ul style="list-style-type: none"> ○ Customer Service Requests and Complaints as they relate to the Operations group ○ Operation notifications • Processes development and documentation (Flowingly)
Information Management	<ul style="list-style-type: none"> • Regularly reviewing use of the Council filing systems as they relate to the Operations group including being the group Laserfiche 'super user'

	<ul style="list-style-type: none"> • Create Contract numbers for all departments • Provision of general administrative support to the Operations group, including use and updating of Adapt asset management system
Interfacing with other Council departments	<ul style="list-style-type: none"> • Building - <ul style="list-style-type: none"> ○ maintain Go Get register of engineer's approvals ○ actioning the building consent in Go Get under the engineering section • Planning - <ul style="list-style-type: none"> ○ 3Water and vehicle crossing applications that involve subdivisions ○ Providing information requests • Finance - <ul style="list-style-type: none"> ○ Creating monthly claims and purchase orders ○ Audit the monthly Creditor Setup ○ Inform Rates additional services to properties • Communication <ul style="list-style-type: none"> ○ Liaise when notifications are released • Customer Service - <ul style="list-style-type: none"> ○ Notify of any shutdowns, tenders, ○ Inform with unconfirmed CSR's

Key Relationships:

<p>Internal</p> <ul style="list-style-type: none"> • Operations Delivery Manager • Finance team • Customer Service team • Building team • Planning team • Communications • Executive office • Senior management 	<p>External</p> <ul style="list-style-type: none"> • Applicants/Customers • Ratepayers • Other councils • HDC and other Council employees • Government agencies • Builders, contractors and consultants
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Person Specification:

Skills & Experience	Essential	Desirable
Well-developed computer skills Microsoft Office	✓	
Sound level of numeracy	✓	
Experience working in a role requiring well-structured processes and attention to detail	✓	
Contract administration experience		✓

Required Competencies:

Working with People	Shows respect for the views and contributions of other team members; shows empathy; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.
Delivering Results and Meeting Customer Expectations	Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.
Learning and Researching	Rapidly learns new tasks and commits information to memory quickly; demonstrates an immediate understanding of newly presented information; gathers comprehensive information to support decision making; encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback).
Relating and Networking	Easily establishes good relationships with customers and staff; relates well to people at all levels; builds wide and effective networks of contacts; uses humour appropriately to bring warmth to relationships with others.
Following Instructions and Procedures	Appropriately follows instructions from others without unnecessarily challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role
Coping with Pressures and Setbacks	Maintains a positive outlook at work; works productively in a pressurised environment; keeps emotions under control during difficult situations; handles criticism well and learns from it; balances the demands of a work life and a personal life

Kaikōura District Council Vision and Values:

One Team - delivering an excellent customer experience

Our four pillars:



General:

As an employee of the Council you are required to:

- Be associated as required with CDEM or any exercise that might be organised in relation to the Council function.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy and abiding by Council Policy.
- Respond to the changing needs of Council, performing other tasks as reasonably required.
- To ensure that Tikanga Māori and the Treaty of Waitangi is given proper consideration in all activities.
- Be responsible for providing a safe work environment, implementing KDC health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety.