

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> <li>Processing of contract payment claims for authorisation,<br/>including checking validity and accuracy of payment claims<br/>against supporting documentation</li> <li>Maintenance of records of contract instructions, contract<br/>claims and payment certificates</li> <li>Raising Purchase Orders against supporting documentation</li> </ul>  |
|-------------------------|--|
| Tendering & Funding     | <ul> <li>Provision of assistance in the preparation and administration of tender documents and the associated tender and contract process, including the upload to GETS</li> <li>Preparation of documentation to support funding applications to third parties, particularly the NZ Transport Agency</li> </ul>  |
| Meeting Management      | <ul> <li>Taking and distribution of minutes recording contract and team meetings</li> </ul>  |
| Response Administration | <ul> <li>Receiving and addressing customer enquiries and applications - 3Waters, vehicle crossing, BeforeUDig, Trade Waste,</li> <li>Maintenance of the Council database for         <ul> <li>Customer Service Requests and Complaints as they relate to the Operations group</li> <li>Operation notifications</li> </ul> </li> <li>Processes development and documentation (Flowingly)</li> </ul> |
| Information Management  | <ul> <li>Regularly reviewing use of the Council filing systems as they<br/>relate to the Operations group including being the group<br/>Laserfiche 'super user'</li> </ul>   |

|   | <ul> <li>Create Contract numbers for all departments</li> <li>Provision of general administrative support to the Operations group, including use and updating of Adapt asset management system</li> </ul>   |
|---|---|
| Interfacing with other Council<br>departments | <ul> <li>Building -         <ul> <li>maintain Go Get register of engineer's approvals</li> <li>actioning the building consent in Go Get under the engineering section</li> </ul> </li> <li>Planning -         <ul> <li>3Water and vehicle crossing applications that involve subdivisions</li> <li>Providing information requests</li> </ul> </li> <li>Finance -         <ul> <li>Creating monthly claims and purchase orders</li> <li>Audit the monthly Creditor Setup</li> <li>Inform Rates additional services to properties</li> </ul> </li> <li>Communication         <ul> <li>Liaise when notifications are released</li> </ul> </li> <li>Customer Service -         <ul> <li>Notify of any shutdowns, tenders,</li> <li>Inform with unconfirmed CSR's</li> </ul> </li> </ul> |

# Key Relationships:

| Internal                    | External  |
|-----------------------------|---|
| Operations Delivery Manager | Applicants/Customers                                |
| Finance team                | Ratepayers  |
| Customer Service team       | Other councils                                      |
| Building team               | <ul> <li>HDC and other Council employees</li> </ul> |
| Planning team               | Government agencies                                 |
| Communications              | Builders, contractors and consultants               |
| Executive office            |   |
| Senior management           |   |
|                             |   |

## Person Specification:

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

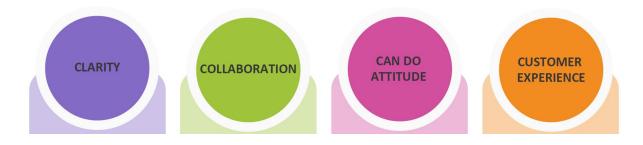
### **Required Competencies:**

| Working with People                | Shows respect for the views and contributions of other<br>team members; shows empathy; listens, supports and<br>cares for others; consults others and shares information<br>and expertise with them; builds team spirit and reconciles<br>conflict; adapts to the team and fits in well. |
|------------------------------------|--|
| Delivering Results and Meeting     | Focuses on customer needs and satisfaction; sets high  |
| Customer Expectations              | 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  |
| Falls for the second               | to bring warmth to relationships with others.  |
| Following Instructions and         | Appropriately follows instructions from others without   |
| Procedures                         | unnecessarily challenging authority; follows procedures<br>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  |

### Kaikoura 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.