

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, including checking validity and accuracy of payment claims against supporting documentation</li> <li>Maintenance of records of contract instructions, contract 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 relate to the Operations group including being the group 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 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		$\checkmark$

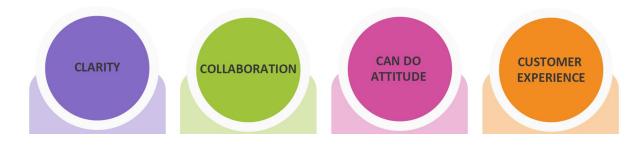
### **Required Competencies:**

Working with People	Shows respect for the views and contributions of other 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	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 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.