

Your Position

Your job	Business Support Officer (Parks and City Services) Kaiārahi Tautoko Pakihi (Paparēhia me ngā Ratonga Tāone Nui)
Your group	Infrastructure
Your team	Parks and City Services
Your manager	Team Leader Business Support (Parks & City Services), Sarah Gallagher
Your base	Porirua

What's most important to us

Porirua City is our place. A great place to live, work and raise a family. We want everyone to feel welcome, whether they are visiting, living or working here.

Our strategic priorities are to:

- Invest in 3 waters infrastructure and catchment restoration
- Proactively respond to the climate crisis
- Advocate for and provide a safe, healthy and thriving community; and
- Put our children and young people at the heart of the city

How we work together:

- Whakakotahi - Team up
Mā te mahi tahi e puta ai he hua ki tō tātou hapori
Together we make a difference for our community
- Mahi Atamai - Work smart
Ka whakapātari i a tātou anō kia pai ake ai ngā hua
We challenge ourselves to do things better
- Whakatinanatia - Make it happen
Mā te whakapeto ngoi, me ngā pūkenga e tutuki ai ngā whāinga
We use our energy and skills to get things done

Your team's purpose

Infrastructure's purpose is to:

- lead the development and implementation of well-informed long-term strategy related to infrastructure and utility assets to meet the future needs of Porirua City
- manage and advise on infrastructure demand expected from growth and the city's capacity for development
- ensure the provision of transportation, water, stormwater, sewage disposal and solid waste services
- lead the development and implementation of harbour and catchment restoration strategy.

Your purpose

The Business Support Officer (Parks and City Services) role is to:

- Provide administrative and customer service support to the Parks and City Services team
- Make sport, recreation and general bookings for parks and reserves
- Support the financial processes within the team and coordinate with the wider organisation

Who you'll be working with

Your direct reports	<ul style="list-style-type: none">• None
Your indirect reports	<ul style="list-style-type: none">• None
External people and groups	<ul style="list-style-type: none">• Members of the public and community organisations• Government, public organisations and businesses• Local and regional sports clubs and organisations• Contractors, and suppliers.
Internal people and groups	<ul style="list-style-type: none">• Executive Leadership Team, managers and staff at all levels of the organisation.

Your responsibilities

What you'll do	How you'll do it
Operational Delivery	<ul style="list-style-type: none">• Provide administrative support for the Parks and City Services team. This includes coordination of the time recording and cost recovery system, invoicing, EPO management, updating databases, reporting, document management, meeting support, archiving, bookings coordination, contract management, following up with customers request through the CRM system.• Accurately and efficiently process facility bookings, quotes, and general applications across the Parks and City Services estate including sporting, cemetery, and drone applications• Provide support and assistance to the LIM's office as required• Manage, maintain & improve electronic and manual systems, databases and documents to ensure we follow all legislative requirements and Council processors• Ensure all files, emails, phone messages, correspondence with customers relating to any application, request or Council matter is accurately and securely saved in the Council's records management system

	<ul style="list-style-type: none"> • Interact with internal and external customers in a way that makes them feel understood and listened to and that positively grows our customer reputation • Respond to customer enquiries in a timely and helpful manner and resolve issues • Look for opportunities to improve our administrative systems & processes • Provide front of house service at the office counter
Relationship Management	<ul style="list-style-type: none"> • Maintaining key relationships with sporting clubs/groups, RSO's and other TLA's • Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive
Corporate Responsibilities	<ul style="list-style-type: none"> • Build commitment of our vision, strategic directions, values and services • Willingly undertake any duty required within the context of the position • Adhere to our Code of Conduct • Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event.

Your skills, experience and qualifications

It's essential that you have:	<ul style="list-style-type: none"> • A strong customer service ethos with an effective style in dealing with internal and external customers • Demonstrated effective and efficient administrative skills • A methodical and detail focused approach • Good level of initiative, combined with sound judgement • Excellent communication, interpersonal and relationship skills • Excellent skills in Microsoft applications and comfortable with technology with the ability to work in multiple software applications • Good numeracy skills • Flexible and able to prioritise and accommodate competing demands • Reliable with a good work ethic • Collaborative and able to work in a team environment • Current New Zealand Passport or New Zealand Drivers Licence (due to Land Information New Zealand requirements) • Understanding and commitment to health and safety in the workplace • Understanding and commitment to diverse workplaces • Understanding and commitment to the Treaty of Waitangi and bicultural issues.
It'd be great if you also have:	<ul style="list-style-type: none"> • Previous experience with invoicing • Understanding of computerised booking system's • Knowledge of CRM and Asset Management systems, • Current full drivers' licence.

Last updated September 2021



Porirua City Council supports an inclusive & welcoming environment & is a member of Diversity Works.