

Your Position

Your job	Team Leader Business Support (Parks) Kaiārahi Rōpū Tautoko Pakihi - Ngā Pāka
Your group	Infrastructure
Your team	Parks
Your manager	Manager Parks
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:

- Commit to the health of Te Awarua-o-Porirua Harbour and its catchment through investment, advocacy and regulation
- Build towards a low carbon city and proactively address the challenges of climate change
- Create thriving communities where everyone can be safe and healthy – at home, work or play
- Keep tamariki and rangatahi at the heart of our 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

The Infrastructure group comprises four teams: Parks & City Services, Transport, Water Services and Waste. The Group is responsible for a significant portion of the Council's customer interactions and budget spend as people work, live and play in Porirua.

The Parks team is a high performing, multifunctional team responsible for a wide range of business outputs. We provide outdoor sport, recreation and play opportunities, protect and enhance our natural environment and work in partnership with our sporting, recreation and environmental communities.

Your purpose

The Team Leader Business Support (Parks)'s role is to:

- Lead the Business Support team to deliver high quality and customer focused business, administrative and customer service support to the Parks Team
- Ensure the systems, processes and training used by the team are efficient, fit for purpose and support the staff to deliver timely and good quality services to our customers
- Be a member of the Parks leadership team.

Who you'll be working with

Your direct reports	<ul style="list-style-type: none">• Business Support Officer (Parks) x 2
Your indirect reports	<ul style="list-style-type: none">• N/A
External people and groups	<ul style="list-style-type: none">• Members of the public and community organisations• Government, public organisations and business• Other local authorities• Contractors, consultants and suppliers• Iwi Partners
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
Leadership and Management	<ul style="list-style-type: none"> • Lead the Business Support team to achieve results and provide a customer focused service by setting performance expectations, providing guidance and development, monitoring individual and team performance, and providing constructive feedback/support when required • Manage business support resource requirements and work assignments • Ensure the Business Support team members are trained and equipped to provide high quality, technically correct and customer focused support to the Parks Team • Provide effective and efficient operational management of business support activities • Actively participate as a member of the Parks leadership team • Contribute to the development of plans and budgets for the Business Support team. • Continuously work with Parks Manager & Team Managers to ensure they are getting the service they require from the Business Support team.
Operational Delivery	<ul style="list-style-type: none"> • Provide efficient and effective business support to the Parks team including administrative duties, financial tasks, facility and cemetery bookings, licence applications, customer service and continued business improvement activities to support the delivery of the work as required • Lead the identification of business support enhancements and efficiencies in the Parks delivery of services. • Support and coordinate the implementation of improvements, including improvements in technology, processes and capability • Regularly work with team managers and leaders to assess all systems, processes, and processes to ensure they are meeting the teams and customer needs and implement any necessary change and support • Manage and maintain financial administration, quoting, EPO's and invoicing systems • Investigate and manage customer issues and complaints to resolution and/or provide support to Parks and City Services team to resolve issues • Develop an improvement plan to ensure customer focused systems and processes are being updated • Continue to analyse data to provide advice and detailed information to the Manager Parks when requested or required, including reporting against deliverables • Take a lead in the office appearance, housekeeping and all health and safety requirements. • Regularly assess systems and processes to ensure they are meeting the teams and customer needs

Relationship Management	<ul style="list-style-type: none"> • Establish and maintain relationships with key stakeholders and business and industry groups • Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive
Health and safety	<ul style="list-style-type: none"> • Understand and apply health, safety and risk management in accordance with Council's risk management framework and relevant legislation. • Take responsibility for your work environment; identify, assess, and manage hazards and risks to ensure they are addressed. • Encourage and support the identification, assessment, management, reporting and monitoring of hazards and risks to ensure they are addressed. • Recognise when to escalate issues. • Take reasonable care that what you do or don't do does not adversely affect the health and safety of other people. • Take reasonable care of your own health, safety, security, and wellbeing. • Ensure all health, safety and security incidents are reported. • Encourage others to report health and safety incidents and risks. • Cooperate with any reasonable workplace health and safety policy or procedure. • Comply with any reasonable instructions given.
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 and champion 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

<p>It's essential that you have:</p>	<ul style="list-style-type: none"> • Proven operational team leadership or management experience within a business support environment • Natural customer facing abilities, can easily apply the lens of the customer to Councils services • Experience implementing process and technology change to ensure customers have the best possible experience • Strong planning and prioritising skills • Excellent interpersonal and communication skills and the ability to establish and build upon working relationships effectively • Understanding of and experience in budgets and cost management • Good computer skills in the standard office applications, including an good level of knowledge of excel, database management and the ability to learn new systems and apps easily • An empathic approach and the ability to show discretion when providing support to customers for funeral bookings • Ability to prioritise a varied workload and manage frequent interruptions • Ability to work under pressure to tight deadlines • Ability to work independently whilst also able to work as part of a team and contribute positively to the overall performance of the wider team • 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.
<p>It'd be great if you also have:</p>	<ul style="list-style-type: none"> • Relevant tertiary qualification in Business • Previous experience working in a Parks or general city-wide maintenance environment • Previous experience working in a Parks, open space management, or local government environment.

Last updated October 2024



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