



TaurangaCity

Job description

Title	Governance Systems Administrator
Number	[Position number]
Group	Strategy, Partnerships & Growth
Division	[Division]
Reports to	Team Leader Governance & CCO Support Services
Direct reports	N/A
Date	July 2025

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to ensure efficient and effective governance systems and processes are in place, and that the team, organisation, and governance bodies are supported to make full use of them in delivering their roles and functions.

Key outcomes

High quality governance services are enabled by effective and efficient systems and processes	<ul style="list-style-type: none">• Establish, implement, maintain, review and enhance governance systems (particularly InfoCouncil and Stellar) and processes to ensure that they fully comply with the requirements of applicable legislation and are effective and efficient.• Support the governance team to ensure they can deliver all pre- and post-meeting requirements promptly, efficiently, and to specified standards.
Administrative and technical support is trusted, reliable effective and efficient.	<ul style="list-style-type: none">• Monitor the governance services' email inboxes on a regular basis ensuring that all enquiries are responded to professionally and in a timely manner.

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	<ul style="list-style-type: none"> • Provide communications effectively through a range of channels to internal and external stakeholders. • Provide back up and support for administrative functions to the Team Leader: Governance & CCO Support Services and team as required. • Ensure the broader democracy services team are always well supported with their administrative needs, and smooth running of council, committee and advisory meetings. • Documentation is accurately stored and filed efficiently. • All actions and activities are conducted in a manner that upholds the principles of Te Tiriti o Waitangi.
Operational and management support is proactive and effective.	<ul style="list-style-type: none"> • Manage and maintain governance services' reporting processes, supporting the team (and others) to contribute as required to ensure accurate, relevant and timely reporting. Examples include: <ul style="list-style-type: none"> ○ KPI monitoring and reporting tool. ○ Actions from meetings spreadsheet and related processes ○ Resolutions monitoring and status updates (through InfoCouncil). • Identify reputational and operational issues and risks. Escalate issues of strategic importance as required. • All work is carried out in an efficient and effective manner to the standards expected.
Provision of reliable and efficient support to Councillors, including coordination within the organisation to ensure provision of high-quality information and aligned responses	<ul style="list-style-type: none"> • Coordinate where required with the Mayoral team and internal TCC to ensure provision of high-quality information and aligned responses. • Sensitive information is recognised and kept confidential. • Documentation is accurately stored and filed efficiently.
Quality governance services are enabled through trusted, sustainable and effective working relationships	<ul style="list-style-type: none"> • Develop and maintain meaningful long-term working relationships with: <ul style="list-style-type: none"> ○ Key external parties, particularly governance systems suppliers (e.g. InfoCouncil, Stellar), technically-focussed governance staff at other councils, and relevant sector groups ○ Key colleagues within council, particularly Digital Services, the Mayor and Councillors' support team, and report writers/authorisers where technical issues are unable to be resolved via the governance advisors or senior governance advisor.

	<ul style="list-style-type: none"> • Ensure elected members and stakeholders are kept well informed, involved where necessary, and feedback reflects a high level of service.
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The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Person specifications

Essential
<ul style="list-style-type: none"> • Relevant administrative certificate/qualification (such as NZQA National Certificate Level 4) or equivalent experience. • 3-5 years' experience in a senior administrative role, demonstrating a customer-centred approach. • Advanced proficiency in Microsoft Office applications, including document and report preparation. • Demonstrated ability to learn and master software systems, including online and inter-system compatibility functionality. • Analytical approach to articulating, documenting, and improving processes. • Strong experience and accuracy in data entry, database management, and system administration. • Proven ability in calendar management, scheduling, and coordination of meetings and events. • Effective technical troubleshooting and problem-solving skills related to administrative systems. • Strong understanding of information management best practices • Excellent communication skills

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Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections