Job description

Title	Governance Systems Advisor
Number	5DS204 / 100604
Group	Strategy, Partnerships and Growth
Division	Strategy, Governance, and Climate Resilience
Reports to	Team Leader: Governance & CCO Support Services
Direct reports	N/A
Date	27/07/2026

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, Matauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to provide specialist governance systems leadership and stewardship across Council, ensuring governance technology, information management practices and decision-accountability frameworks enable effective statutory governance, organisational transparency and informed decision-making. The role acts as Council's subject matter expert for governance systems and drives governance capability, system optimisation and continuous improvement across the organisation.

Key outcomes

Governance systems are effectively managed and supported.	• Has primary responsibility for, and ownership of, Council's governance systems, maintaining and administering these, including report writing and document library tools and associated platforms. • Provides first-line support for governance system enquiries, incidents, and service requests.

	• Works with system vendors and internal stakeholders to resolve issues, implement upgrades, and improve system performance. • Leads the development and maintenance of training materials, user documentation guides, and reference materials. • Leads the delivery of training to elected members and staff in governance systems, and provides ongoing guidance, building cross-organisational competence. • Supports users through testing, upgrades, and system changes. • Manages user accounts, permissions, meeting configurations and records in an accurate and timely manner. • Responds to governance enquiries professionally and within agreed service levels.
Governance information and records are accurate, accessible, and compliant.	• Leads the development of the schedule/calendar for governance meetings and manages the schedule on an ongoing basis. • Implements the governance meeting schedule, including booking all meetings and managing the provision of ancillary support (such as rooms and digital support as required). • Leads the development and management of governance content on Council's intranet and website, including the meeting calendar, ensuring it is accurate, current and accessible. • Manages publishing workflows and governance information across relevant platforms. • Maintains meeting schedule, meeting system configurations, audiovisual requirements, websites, and document repositories. • Ensures operational governance records and documentation are filed and maintained in accordance with Council and legislative requirements.
Governance reporting and decision accountability are maintained.	• Maintains and delivers governance reporting frameworks, including reporting on KPIs and monitoring information. • Actively monitors actions arising from governance decisions and prepares reports on these as necessary.

	• Coordinates and maintains tracking and reporting against resolutions and reassigns resolution actions reassigned where necessary.
Governance processes continuously improve and deliver value	• Identifies opportunities to enhance and improve governance processes on an ongoing basis. • Prioritises, plans, develops and delivers governance improvement initiatives. • Owns and maintains governance procedures and checklists. • Reviews and updates distribution lists and stakeholder memberships regularly.
Governance operations and member support are effectively coordinated	• Content for publication and meeting calendar are reviewed and validated. • Proactively releases public-excluded reports in accordance with approved processes. • Maintains the register of elected members' interests, including reminders, coordination of responses and publication requirements. • Triages elected member enquiries received through governance channels and coordinates the responses. • Coordinates the administration of the meeting room calendar for Council chambers and governance managed meeting rooms. • Processes and administers elected member expense claims in accordance with Council and legislative requirements.

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
• Relevant qualification in business administration, information management, governance, records management, digital systems, or equivalent level of learning through experience. • Demonstrated experience in a systems administration, governance support, business support or coordination role. • Experience administering business systems and supporting users in a service-focused environment. • Strong attention to detail and commitment to data accuracy. • Excellent written and verbal communication skills. • Ability to develop documentation, procedures and user guidance material.

• Demonstrated ability to manage multiple priorities and work independently. • Strong Microsoft Office and digital systems capability, including experience with databases and document management systems. • Demonstrates commitment to Te Tiriti o Waitangi and organisational values in the delivery of all responsibilities. • Proven ability to build effective relationships with stakeholders and vendors.
Desirable
• Experience working in a local government or governance environment. • Experience using governance systems such as Infocouncil, Stellar and Objective. • Knowledge of local government governance processes and public records requirements. • Experience delivering system training and user inductions.

Here to make Tauranga better

WHANAKE TE TAI

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