



TaurangaCity

Job description

Title	Personal Assistant / Project Coordinator
Number	103507
Group	Regulatory and Community Services
Division	Community Hubs, Arts, Heritage and Events
Reports to	Head of Community Hubs, Arts, Heritage and Events
Direct reports	N/A
Date	01/09/2025

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; and
- assisting Council to fulfil its Civil Defence responsibilities.

At Tauranga City Council 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 provide efficient, effective, high-quality personal assistance to the Head of Community Hubs, Arts, Heritage and Events, and project coordination support for the division, as and where needed. The position holder will support the onboarding of new staff, coordinate the training, travel and accommodation needs of the division, process purchase card transactions and provide support with minute-taking as needed. The position holder will also help support the needs of the wider group by working closely with the Executive Assistant and Group Administrators to ensure that administration tasks across the group and division, are delivered consistently and in a timely fashion.

Key outcomes

Provide support to the 'Head of', and managers of the division	• Ensure the Head of's diary is effectively managed and prioritised for the best utilisation of time. • Manage all correspondence through appropriate distribution/delegation and tracking • Reply to routine correspondence ensuring all communications are responded to quickly, accurately, and courteously. • Track outstanding tasks and monitor timeframes for expedient resolution of outstanding tasks/actions. • Coordinate activities, processes and projects for the Head of, and managers of the group, highlighting potential risks and suggesting possible solutions or ways forward. • Undertake research, analysis and/or information gathering for projects or initiatives as required, and provide solutions-focused advice to the Head of. • Support the division by taking minutes at important meetings on an as needed basis.
Strong internal and external stakeholder relationships are developed and maintained	• Develop and maintain effective and trusted internal working relationships right across the business, in particular with other personal assistants, administrators and coordinators, and with general managers, heads of, senior leadership group members, and activity area managers. • Develop and maintain strong external working relationships that support the needs and aspirations of the division, and help support the division to deliver quality community outcomes. • Deliver an exceptional standard of customer service to all internal and external stakeholders and customers.
Financial management is accurate and managed with a cost-conscious and value-for-money mindset	• Expense claims are analysed and processed, and delegation procedures are followed. • Income and expenditure are monitored and kept within approved budget levels, ensuring there are 'no surprises'. • Purchase card use is monitored for appropriate use and compliance with all relevant organisational policies and procedures. • Ensure procurement and contract management comply with all TCC policies and guidelines.
Provide comprehensive recruitment and training	• Provide recruitment support to the Head of, and other managers of the group, as and when needed.

support to the Head of and division managers	• Provide onboarding support to all divisional managers when new staff start at council. • Ensure all coordinators and administrators are well trained for their roles, and that they are following best practice in the use of council's systems and processes. • Seek out and proactively suggest both internal and external training opportunities that help extend the capabilities of the division.
Provide project support to the division including delivering one-off projects to scope, on time and on budget	• Lead the regular reporting functions of the division to ensure compliance with all relevant organisational requirements and responsibilities. • Manage the end-to-end response to relevant divisional customer enquiries, via email but predominantly through the CCM system/process. • Support the Head of, and divisional managers of the group, with the delivery and leadership of one-off projects on an as needed basis.
Support the EA and Group Administrators as a member of the Regulatory and Community Services Admin Hub	• Provide backup administration support to the wider group, undertaking tasks such as: – Plan and organise travel logistics, training registrations, conferences, and events – Process purchase orders and invoices accurately and on time, and ensuring creditors are paid as per TCC policy.

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
• Significant experience supporting senior leaders with administration, coordination, and project coordination, ideally in a complex and highly confidential environment. • Sound organisational skills with the ability to manage multiple projects and people, and prioritise tasks and initiatives from conception to completion. • Highly-developed inter-personal skills and a reputation for exceptional customer service. • Advanced knowledge and experience in MS Office applications and demonstrated ability to learn new systems.

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