



TaurangaCity

Job description

Title	Administration Lead
Number	101416
Group	Operations & Infrastructure
Division	Spaces and Places
Reports to	Head of Spaces and Places
Direct reports	2 X Spaces & Places Team Coordinators
Date	01/06/2022

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 the Spaces and Places Manager and wider team have strong administration and customer service support.

Enable smooth functions and processes within the Spaces and Places to help achieve effective and efficient outcomes across the team.

Key outcomes

The Spaces and Places Manager and Team experience high levels of administration and coordination support.	<ul style="list-style-type: none">• Ensure administration and support for the team is proactively managed and appropriately delegated.• Ensure the Spaces and Places Manager and Team Managers diaries are effectively managed for best utilisation of time.• Co-ordinate activities, processes and projects for the Spaces and Places Manager• Manage visitors, calls and correspondence, and follow up actions resulting from these.• Ensure that administrative support staff are cross skilled such that back fill and cross cover smoothly and efficiently
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	occurs with low risk to quality and completeness of service to the business.
The Spaces and Places Admin Team has strong and effective leadership.	<ul style="list-style-type: none"> • Provide leadership, support and development for your team. • Effectively lead the team to deliver agreed programmes and services. • Your team is known for delivering a high standard of customer service to internal and external customers.
Strong stakeholder relationships are developed.	<ul style="list-style-type: none"> • Develop and maintain effective and trusting working relationships, for example Space and Place Managers and wider team, direct reports, and the community.
Financial management is accurate and processed on time.	<ul style="list-style-type: none"> • Expense claims are analysed and processed and delegation procedures are followed. • Income and expenditure monitored and kept within approved budget levels.
Process and systems are effective and efficient	<ul style="list-style-type: none"> • Review internal processes and implement change as necessary to ensure efficient and effective process • Ensure the administration team follow correct processes and procedures and support the wider team to do the same

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"> • Significant experience supporting senior leaders with administration, coordination and project management ideally in a complex and highly confidential environment. • Proven people leader skills with the ability to coach and develop staff. • Sound organisational skills with the ability to manage multiple projects, people and prioritise tasks and initiatives from conception to completion.

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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