



POSITION DESCRIPTION

Position: Business Co-ordinator	Group: Finance, Strategy, & Governance
Job-holder:	Location: Taumarunui
Responsible to: Financial Accountant	Date: June 2024
Responsible for: Business support across the FSG business group.	

OUR DISTRICT:

We are proud of our reputation in the community and are working hard to bring to life the 10-year Long Term Plan (LTP). Council is on a journey to drive and support the development of safe, prosperous, rural communities that thrive and capitalise on our agriculture, business and tourism sectors, while sustaining our beautiful environment. We are doing this through promoting an environment which is sustainable, enhances the quality of life, and meets the needs of our present and future citizens and visitors to the Ruapehu District. We serve a population of 13,000 spread across 6,730 square kilometres, with an annual turnover of \$50 million and assets of \$500 million including one million visitors to our unique and beautiful environment.

The Ruapehu District offers an enviable lifestyle on offer with the Tongariro World Heritage Park and the Whanganui National Park, as well as having superior snow sports, Cycle trail, trekking, kayaking, hunting and fishing at our doorstep to support a healthy work life balance.

OUR LEADERSHIP PHILOSOPHY:

Our leadership ethos is founded in valuing People, Teamwork and Continuous Improvement through our day to day activities, behaviours and our interactions with staff, iwi, and key stakeholders in our community. We are respectful in our approach and lead by example. See Attachment 1, "Three Pillars of our work at RDC".

POSITION OVERVIEW:

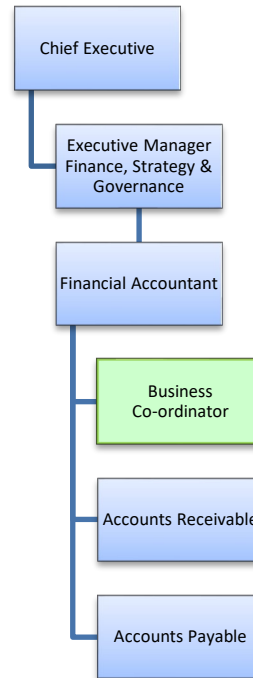
The Business Co-ordinator provides high-quality support to the team and business group. The role performs a variety of administrative duties across various projects of work to ensure that the department operates efficiently and effectively. The role also includes some engagement with other internal teams and the local community.

Financial & Non-Financial Delegations:

Number of direct reports: 0

Expenditure Authority Levels: Individual expenditure items within approved budgets

Organisational Context:



LEVEL OF AUTONOMY AND DEGREE OF DELEGATION:

The position works within clear, high-level KPIs and plays a key role in providing business support across a range of government services. The role is responsible for a variety of tasks that support the Financial Accountant and the FSG group to achieve its shared goals.

STAKEHOLDER ENGAGEMENT:

Internal: Executive Manager FSG, team members, management teams, executive support team and all other team members.

External: Members of the public, consultants and service providers.

THE ROLE:

The role is responsible for a variety of business coordination and administration based tasks including but not limited to, organising meetings and events, taking minutes, managing and drafting documents and correspondence, supporting rates processes, supporting policy co-ordination, arranging travel, managing RDC fleet and any other administrative support work as directed from time to time.

KEY ACCOUNTABILITIES – this table forms the basis for annual KPIs

- Team support
- Administration support
- Technology and systems

Key Performance Areas	Key Accountabilities	Key Performance Indicators
RDC Values	Conduct all business activities in line with the council's shared values.	Demonstrate the councils' shared values in all business activities and business engagements with both internal and external partners.
Team support	<p>Provide expert team support as needed in relation to:</p> <ul style="list-style-type: none"> – Internal document management (DWS system) – Website maintenance – Correspondence and memoranda – Spreadsheet and data entry – Customer enquiries and complaints – Coordinating events, booking meetings and training sessions – Various other administration tasks <p>Carry out ad-hoc research to support the interests of the group and assist in the preparation of various reporting.</p> <p>Perform data collection and collation to enable quarterly reporting including KPIs</p> <p>Provide support to the rates team for their rebate processes, database maintenance and other administration.</p>	<p>All document management and related correspondence is actioned within the agreed corporate timeframe and meets corporate standards as per the Document Management System (DWS).</p> <p>All documents are filed and recorded as appropriate in the relevant document management system (DWS).</p> <p>The council's website is always kept up to date with relevant and clear information and associated documentation.</p> <p>All tasks are carried out effectively and efficiently within expected timeframes.</p> <p>Relevant data is collected and provided to support quarterly reporting.</p> <p>Back fill and relief support is proactively given as required by covering for other support roles during periods of leave and/or busy periods of the year.</p>

	<p>Manage RDC fleet function and related processes</p> <p>Manage and coordinate RDC insurance cycle, processes and claims management</p> <p>Maintain business process management tool as super user</p> <p>Support maintenance of RDC FSG contracts register</p> <p>Provide assistance or leadership for other support functions as directed by management.</p> <p>Maintain and process BNZ Corporate P-Card for FSG</p> <p>Supporting financial and management accountant with reporting tasks (AR, AP and LTP)</p> <p>Able to navigate Accounts software to assist with internal & external queries (support for AP & AR)</p>	<p>RDC Fleet function operates well, records are maintained, kept current and invoices managed to contract terms.</p> <p>Council insurance requirements are maintained and claims processed timely</p> <p>Council process documentation is maintained to current requirements, co-ordinated with process owners</p> <p>Contracts register is maintained in full and accurately</p> <p>Create purchase orders and receipt paperwork as required.</p> <p>P-Card transactions are procured and administrated to policy and timeframes</p> <p>Systems capability</p>
Administration support	<p>Deliver high-quality administration, coordination and secretarial services to the team.</p> <p>Support all enquiries from internal and external customers on behalf of the team as directed.</p> <p>Support the maintenance and development of the RDC website as requested by leadership.</p>	<p>All tasks are carried out promptly, efficiently and within the agreed timeframes and communicated in a timely fashion.</p> <p>The website is managed website and digital content while ensuring the accuracy of content.</p>
Health, safety and compliance	<p>The CEO, as the Officer, has overall responsibility for the effective management of workplace health and safety within Ruapehu District Council (the PCBU).</p>	<p>Demonstrate reasonable care for personal health and safety and for the care of others.</p>

	<p>However, safety is everyone’s responsibility, and all workers should strive to meet and exceed the requirements of the Health and Safety at Work Act 2015.</p> <p>Take reasonable care of your own health and safety, with reasonable care that your actions or omissions do not affect the health and safety of other people.</p>	<p>Ensure policies and procedures relating to health and safety in the workplace are always adhered to.</p> <p>Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace.</p> <p>Report all hazards and risks in a timely manner, following the relevant hazard reporting procedure.</p>
Technology and systems	<p>Adhere to the use of all council technologies and digital platforms inclusive of DWS and Microsoft office programs.</p>	<p>Demonstrate a good working knowledge and consistent use of our technology systems, ensuring related council documents are accessible and up to date.</p>
Continuous Improvement	<p>Actively and enthusiastically promote the concept of continuous improvement.</p> <p>Maintain a positive overall “can do” attitude in the workplace, including promoting Council in a positive manner.</p> <p>Demonstrate a strong team commitment.</p> <p>Active involvement in decision making processes when the opportunity is made available.</p> <p>Deliver on project outcomes: on time.</p>	<p>The concept of continuous improvement is practiced by showing initiative with new ideas and positively acknowledging others ideas.</p> <p>Honest and open feedback is provided as and when required, aiming to constructively deal with all issues.</p> <p>Works in a collegial manner.</p> <p>Displays sound judgment and making responsible decisions.</p> <p>Manages public expectations and is customer focused.</p>

ANY OTHER INFORMATION RELATED TO POSITION:

The council is responsible for Civil Defence emergencies. It is understood that all employees will be trained and may be called on to keep open essential services and may participate in emergency management training and respond to adverse events and assist in other duties as required.

PERSON SPECIFICATION

Professional & Technical Competencies

- Demonstrated experience in Business administration finance, accounting, or customer service.
- Full New Zealand driver's license.
- Business administration, working skills in Microsoft Word and Excel.

Depth and breadth of experience needed

- Excellent keyboard skills and computer skills.
- Excellent communication and interpersonal skills.
- Familiar with business administration processes.
- Ability to prioritise work and work with people at all levels.
- Excellent organisational skills and problem solving.

POSITION-HOLDER:

NAME.....

SIGNATURE..... DATE.../.../...

MANAGER

NAME.....

SIGNATURE..... DATE.../.../..

Attachment 1

The Three Pillars of our work at RDC

People

- Our job is to serve the people of the Ruapehu. Every customer and community member is to feel that they are listened to, treated respectfully, and we 'go the extra mile' to find solutions for them;
- We must be good and sincere communicators, and 'do what we say we will do when we say we'll do it';
- We must ensure that our customers, including other staff are, satisfied with our service;
- We must each individually commit to building a great workplace, where every staff member "starts each day with a sense of purpose and ends each day with a sense of accomplishment".

Teamwork

- We must trust each other's abilities and roles in the organisation;
- We must respect each other's different perspectives, cultures, life and work experiences – because these are strengths;
- We must accept our limitations and need of others – to work together for better results for our customers and community.

Continuous Improvement

- We must accept responsibility and accountability for our own work;
- We must challenge and try to improve everything we do to deliver quality results;
- We must not be afraid to lead change to deliver better services to our community;
- We must commit to consistently achieving more cost-effective and smarter ways to work;
- We must provide effective and efficient services and assets to our communities at all times.