

ROLE DESCRIPTION
September 2022

Title & Reporting Relationships

Position Title: **Coordinator Democracy Services, People & Partnerships Group (0.6 FTE)**

Grade: SP 12

Reports to: Manager Democracy Services

Direct/Indirect Reports: NIL

Purpose of the Group and the Position: **The People and Partnerships Group** is made up of: Connected Communities; Governance and Legal Services; Communications and Engagement; Iwi Partnerships and Customer Engagement.

The Democracy Services Coordinator role works within the Democracy Services team alongside Senior Advisors, Advisors and the Manager Democracy Services to provide professional and timely support to the Mayor, elected members, appointed members, and mana whenua representatives of the Kāpiti Coast District Council.

The Democracy Services Coordinator provides administrative support as a core member of the Democracy Services team, with a particular focus on the District Licensing Committee and Appeals Hearing Committee application and hearing processes.

Flexibility in working hours will be required due to meeting schedules and deadline requirements.

Internal Customers: This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders including:

- Manager Democracy Services
- Senior Advisor / Advisors Democracy Services
- Council managers and staff (specifically staff involved in Appeals Hearings and District Licensing Committee processes)
- Manager Governance and Legal Services
- Group Managers
- Executive Secretaries

- Personal Assistant to the Mayor
- External Customers:**
- Elected and appointed members (including those appointed to the District Licensing Committee and the Appeals Hearing Committee)
 - Mana whenua representatives
 - Applicants, agency representatives (NZ Police and Health Officers) and interested parties in licensing applications under the Supply and Sale of Alcohol Act 2012
 - Representatives from other local authorities

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services and performance of regulatory functions in a way that is most cost-effective for businesses and households. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influence how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

Our behaviours demonstrate our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers’ needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of the implications of the Treaty of Waitangi on the operations of a local authority.

Technical

- Coordinate electronic purchase orders (EPO’s) (helping to create and receive and amend them as required) in accordance with financial delegation.
- Assist in preparing data for quarterly and annual reporting requirements
- Assist with customer enquiries and official information requests.
- Assist with administration of civic activities.
- Assist with other administrative tasks as required.
- Agenda printing and distribution for Council, Committee and Community Board meetings.
- Administrative support and project coordination for Democracy Services Team projects, initiatives and activities i.e. election, representation review, process improvement.
- Ordering and stocking of supplies, photocopying and scanning, data entry and compilation.
- Set up and clear away food and beverages within the Council Chamber and Councillor’s lounge and arrange for laundering of linen.
- Work with other members of the Democracy Services team to provide consistent and high-quality secretarial support and assistance to elected members to foster a cohesive and informed governing body that is able to carry out their roles effectively through regular meetings, communication, the distribution of information and training sessions. In particular:

- assist with the production and delivery of meeting agendas to elected members both electronically and in hard copy, including the peer review process.
- facilitate in a timely fashion the upload of agendas, reports and minutes to the Council website.
- prepare minutes of meetings, associated workshops and ensure timely circulation, refer any actions arising from minutes to appropriate staff members, ensuring that statutory requirements are met.
- advertise meetings in accordance with the Local Government Official Information and Meetings Act 1987, Local Government Act 2002, and Standing Orders.
- maintain meeting records as required by statute
- maintain a register of Councillor meeting attendances and arrange remuneration payments to Councillors and Community Board members.
- compile and distribute the Elected Members' Bulletin, and ensure any other information is passed on promptly.
- Contribute to building strong and effective relationships between elected members appointed members and staff through the provision of high-quality and timely administrative support.
- Alert the Manager Democracy Services (and where appropriate the Governance and Legal Services Manager and Group Manager) to resources, training or other assistance which may help elected members to perform effectively.
- Working in collaboration with the Environmental Health, Licensing and Compliance team, this role may be required to provide additional support to:
 - Manage key administration tasks in relation to the District Licensing Committee and the Appeals Hearing Committee processes.
 - Process applications for licenses under the Sale and Supply of Alcohol Act 2012 and liaise with the relevant parties and agencies.
 - coordinate meetings of the District Licencing Committee and the Appeals Hearing Committee.

Project Management

- Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.
- Provide administrative support to projects to contribute towards their delivery on time and within budget.
- Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.
- Ensure Council processes and procedures are complied with.

Customer Service

- Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organisational values.
- Maintain confidentiality at all times.

Teamwork

- Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.
- Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.

- Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.
- Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.

Financial Management

- Ensure all financial activity is conducted in accord with current policy and procedures.
- Ensure you work within your financial delegation.

Monitoring and Reporting

- Review, monitor and report on activity or projects as required by the manager.
- Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.

Relationship Management

- Build and maintain effective professional working relationship with all key stakeholders.
- Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.

Information Management

- Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.

Personal Key Results

- Embody our organisational values – caring, dynamic and effective.
- Take active steps to reflect our responsibilities to iwi/Māori under Te Tiriti o Waitangi in your everyday work
- Champion our focus on improving our service to our customers
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future positions.
- Exhibit behaviour which is consistent with the understanding of the Treaty of Waitangi and its application for the Council.

Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying work place risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment;
- reporting any risks and/or hazards you become aware of in the workplace;
- observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment;
- notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours;

- notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation program, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge and Experience

- Effective interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for working with a wide range of people within and outside the organization.
- Demonstrated awareness and understanding of the political environment the team works in coupled with demonstrated sound judgment and the ability to use discretion.
- Demonstrated ability to build and maintain effective professional working relationships with all key stakeholders, including with other council staff members based on a collaborative, collegial and cooperative working style.
- Effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member.
- Demonstrated interest in the Kāpiti Coast District Council and responsibilities and duties of individual officers and cross-council teams.
- Good organisational skills including excellent records management practices, attention to detail and the ability to develop effective systems to support the core deliverables of the team (agendas, minutes and the notification of meetings).
- Ability to work collaboratively as an effective team member.
- Ability to build and maintain effective professional working relationships with a wide range of internal and external customers.
- Effective communication skills, both oral and written, with the ability to comprehend and work with a wide range of information.
- Demonstrated high level of discretion and diplomacy with ability to maintain strict confidence on any Council matter of a sensitive nature.
- High level of competence and word processing speed with computer operational ability and familiarity with common software packages (i.e. Microsoft Office, MS Word, MS Excel) and ability to learn new systems and processes.
- Ability and willingness to work flexible working hours due to the nature of meetings which may be scheduled outside of normal working hours – including being available to work in the evening if required.
- Holder of a current and valid NZ Drivers' licence.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Civil Defence Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence duties in the event of an emergency. (Training will be given as appropriate.)

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.