

ROLE DESCRIPTION OCTOBER 2025

Title & Reporting Relationships

Position Title: **Executive Officer (EO) to the Group Manager Strategy and Growth**

Grade: SP15

Reports to: *Strategic Transformation and Recovery Manager, Strategy and Growth*

Direct /Indirect Reports: Nil

Delegated Authority **Financial:** This position holds a financial delegation of \$750.00. The position holder is authorised to enter into any contracts in relation to the duties of the position up to this specified limit for any one contract.

Purpose of the Group and the Position: The **Strategy and Growth Group** houses the Council's sustainable development functions ensuring that there is a collective drive for 'good growth' in Kapiti.

Overall the Group is responsible for the strategy and policy, research and urban planning (including district planning), venture and investment matters, strategic housing and development matters, and economic development; and consenting (resource consents, building team including LIMs). The teams within this Group work collaboratively together and across the organisation to support sustainable growth and development; including support of the Recovery Programme, in the event of a significant emergency.

The **Executive Officer** is primarily responsible for supporting the Group Manager in day to day operations and to maintain effective, professional working relationships with internal and external customers by establishing a co-operative and reliable working relationship. The role also provides wider administrative and support services to the Group as a whole. This may involve undertaking allocated projects or parts thereof and undertaking research tasks.

Supporting the Group Manager and/or Senior Managers from the Group may require flexibility in working hours as some meetings may be scheduled in the evening. Due to the nature of this role, a demonstrated understanding of the need for professional image and ability to operate with high levels of discretion and

diplomacy, together with a strong sense of loyalty and commitment is required.

Internal Contacts:

- Group Manager Strategy and Growth
- *Strategic Transformation and Recovery* Manager
- Managers from within the Strategy and Growth Group
- Staff from within the Strategy and Growth Group
- EA to the Chief Executive
- Other Executive Secretaries
- Organisational Development Manager and members of the HR team
- Staff from other Groups across Council

External Contacts:

- Consultant/Contractors
- Representatives from other Local Authorities and Government Agencies
- Representatives from Community/interest groups
- Trustees and Board of Directors of the Council's independent entities
- Ministers Office and/or MPs
- Elected Members
- Members of the public
- Ratepayers
- Residents
- Iwi Representatives

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.

Administration and Executive Support

The Executive Officer will provide a wide range of documentation and administrative functions for the Group Manager and Senior Managers ensuring that outputs are delivered in a timely, effective and efficient manner. The Executive Officer is a vital role in ensuring the Group Manager is well positioned to deliver their role through providing support across the range of activities undertaken by the Group Manager, and ensuring meetings attended and documents required are prepared and presented in a timely and professional manner.

Tasks include, but are not limited to: drafting routine correspondence and replies; researching of information and the collation, collection and distribution of information; attending to incoming/outgoing written communications; purchasing stationery/stores orders; maintaining databases and relevant documentation associated with the various activity managers' recruitment and selection process; attending to travel arrangements as and when required.

The Executive Officer will deliver a high level of executive support as follows:

GM Support:

- Executive support to the GM Strategy and Growth. This will include effective coordination and integration of activities across the Group.
- Oversight of requests for, and monitoring of, GM approvals to ensure timely production of Council reports, annual plan, annual report and LTP information in liaison with Group and team managers.
- Diary management and planning for the Group Manager, as required. This will include arranging meetings/appointments for the Group Manager; and Senior Managers (as needed and agreed by the *Strategic Transformation and Recovery Manager*).
- Develop and operate systems to ensure the Group team managers are given appropriate reports/briefs prior to meetings and deadlines.
- Processing promptly all documents and invoices requiring Group Manager approval. Ensure quality assurance processes are maintained and documents provided for approval are ready for sign-off.
- Production of impactful power-point presentations that are simple to engage with and reflect well on the Group Manager and team managers.
- Assistance with tracking, monitoring and reporting on projects on behalf of the Group Manager.

Processes:

- Maintenance of Group processes and systems which support the GMs effectiveness including key tasks and/or Group projects that ensure the Group Manager has access to current information and status updates on key issues.
- Maintain Group induction process and onboarding of new staff to ensure sharing of key information and inclusion. Lead orientation, training and support for new staff in specific areas, providing coaching/buddy support as required and agreed by the Strategic Transformation Manager.
- Oversight and management of Group filing systems (electronic and hard copy), ensuring that they are fit-for-purpose, developed and maintained.
- Proactively improve systems, administrative processes and work practices – both within own position and Group as a whole.

GM Responses:

- Progress actions during the Group Manager's absence on issues that the Group Manager is dealing with to minimize the effect of the absence, and as agreed with the *Strategic Transformation and Recovery Manager*.
- The co-ordination of information for Activity Reporting to the SLT.

Project support:

- Assistance with activities that may require liaison with the Communications team, thereby ensuring external and internal PR activities are appropriately supported.
- Support and/or lead projects and initiatives within the Group where required and the opportunity arises; or is agreed with the *Strategic Transformation and Recovery Manager* and/or GM Strategy and Growth.

Administration:

- Administrative support for the managers within the Group in an efficient, effective and customer-friendly manner, as agreed with the GM and/or *Strategic Transformation and Recovery Manager*. This may include taking minutes, liaising with Hearing submitters in the creation of a timetable for presenting submissions ensuring relevant documentation is produced and circulated to relevant parties and guidance on administrative matters.

Relationship Management

- Establish and maintain effective working relationships with cross council teams to enable a professional and effective operation of the Group.
- Demonstrate quality judgment and decision-making in dealing with issues on behalf of the Group Manager, ensuring that political, sensitive and confidential issues are handled with tact and discretion.
- 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.

Teamwork

- Proactive and positive member of the Strategic Transformation team.
- Where agreed with the GM Strategy and Growth, and *Strategic Transformation and Recovery* Manager, provide back-up assistance to other Group Managers and Executive Secretary's.
- Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.
- 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.

Customer Service

- Provide a timely and effective reception service for team members & visitors by greeting and guiding customers to the work area, answering incoming calls, listening to requests from internal and external customers and responding appropriately.
- 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 organizational values.
- Maintain confidentiality at all times.

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.

Information Management

- Create and manage electronic and paper filing systems for the efficient storage and retrieval of information pertinent to the Group.
- Maintain database of current written material and reports relevant to the Group and team managers, providing summaries where appropriate.
- 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.

Legislative Compliance

- Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).

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.
- Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.

Personal Key Results

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- 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 behavior 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 programme, 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

- Experience working in a Ministers Office, or Senior Government Official Office (such as Office of the CE or DCE).
- Evidenced ability to manage competing demands, ambiguity, and a high-demand diary that goes with supporting a senior official.
- Evidenced experience providing advice and/or support in a policy or strategy 'shop' with a fast-paced environment.
- Demonstrated experience and skills at providing effective executive support including project, administrative and support linked to driving day-to-day activity.
- Technology savvy with evidenced experience in using AI and other tools to work 'smarter not harder'.
- Evidenced ability to think outside the square and apply initiative and good judgement.
- Excellent organisational skills along with the ability to establish priorities and meet deadlines whilst preserving the highest level of accuracy and confidentiality.

- A self-starter demonstrating a positive attitude and manner which enables and supports a collaborative work style. Demonstrated strong communication skills – both oral and written.
- Demonstrated customer service orientation and demonstrated ability and willingness to work with a wide range of people both within and outside of the Council.
- Demonstrated ability to undertake research, review simple spreadsheets and analysis, or a clear willingness to learn in this area.
- Ability to work unsupervised and collaboratively as part of a team in a methodical and logical manner.
- Discretion and political awareness. Experience in Local or Central Government environment preferred.
- Demonstrated strong skills in operation of Microsoft Office e.g.: Advanced Word, PowerPoint, Excel. Advanced and accurate keyboard skills
- A tertiary degree or certificate in business, communications, or similar.
- Ability to be flexible with working hours as may be required from time to time.
- Current & valid New Zealand Driver 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.