



MANAKITANGA

We put our people first and show them they matter, through being caring and whanau focused.

MAHI TAHI

We are one team, stronger together as we work with our community to deliver outcomes that matter.

#AROHATŌMAHI

We love our mahi and know it matter, that is why we do what we say we are going to do, with energy and enthusiasm.

TIAKI

We proudly and professionally contribute every day, to a future that matters, with courage, positivity and mana.

POSITION DETAILS

REPORTS TO	Consents Support Team Leader
GROUP	Housing and Business Development
DIRECT REPORTS	Nil
FINANCIAL DELEGATION	Nil
WARRANTS REQUIRED	Nil

PURPOSE OF POSITION

The purpose of this role is to provide administrative support to the Consents and Development Engineering teams and act as the liaison between customers and the team by responding to a range of customer enquiries.

KEY ACCOUNTABILITIES

AREA	EXPECTED OUTCOMES
MAKING WORK EASY	<p>PROVIDE HIGH LEVEL SUPPORT SERVICES TO EXTERNAL CUSTOMERS</p> <p>Provide high level administrative and support services to the consents business functions to ensure an exceptional customer experience at all times.</p> <p>Act as the liaison between customers and Building Advisory Officers, Resource Management Planners and Development Engineers by managing incoming enquiries and requests and coordinating customer responses as required using the Horowhenua District Council's customer centric approach.</p> <p>Provide a high standard of customer advice and quality information on all services to resolve or assist with the resolution of consents related enquiries quickly and accurately.</p> <p>Deal with complex enquiries, complaints, and issues that can be of a sensitive nature using a range of channels and systems, ensure all customer enquiries are processed in accordance with Standard Operating Procedures.</p>
	<p>HOUSING AND BUSINESS DEVELOPMENT GROUP SUPPORT</p> <p>Provide high level administrative support to the Building, Planning, and Development Engineering Teams to ensure that the Housing and Business Development Group is able to provide high quality, end to end service delivery to the community through the consenting process.</p>

	<p>Coordinate and manage the distribution of tasks within the business function to ensure deadlines, customer queries and other duties are carried out seamlessly and within target. Manage potentially conflicting priorities of the Council's performance targets and the expectations of the customer, both internal and external.</p> <p>Receiving, lodging and maintaining data integrity of applications in the consent modules of the corporate operating systems and accessing and retrieving information from Council databases, back end systems and the internet as appropriate, in order to support staff and contractors.</p> <p>Lodging and processing applications for three waters connections.</p> <p>Collating timesheet information to ensure time-related costs are recovered appropriately.</p> <p>Preparation of invoices and processing financial transactions.</p> <p>Corresponding with applicants and agents.</p> <p>Booking building inspections into scheduling tool in accordance with the requirements of documented Quality Management System.</p>
	<p>HEALTH, SAFETY AND WELLBEING</p> <p>Active participation and engagement in HDCs health, safety and wellbeing practices and projects.</p>
	<p>CIVIL DEFENCE</p> <p>Assist with Emergency events as required. Attend relevant training as required.</p>
GROWING GREAT PEOPLE	<p>PERSONAL DEVELOPMENT</p> <p>Proactively engage in ongoing personal development by having an appropriate development plan and seeking feedback to help develop and grow.</p>
CONNECTIONS	<p>RELATIONSHIP MANAGEMENT</p> <p>Strengthen and support relationships with customers and related key stakeholders through regular and effective communication, providing clear up to date feedback, status updates of actions, preparing and sending high quality written communication on behalf of the business unit or functions.</p> <p>Establish, maintain and build cooperative relationships with different business units in Council and appointed contractors.</p> <p>Establish and maintain a network of key contacts to enhance Council relationships across local government, with other government agencies, businesses and the Community.</p>
	<p>CUSTOMER FOCUS</p> <p>Ensure services are delivered in an effective and customer focused way, and that effective working relationships are maintained with key stakeholders</p>
	<p>COUNCIL CONTRIBUTION</p> <p>Deliver on overall Council contribution when required to ensure Council's overall business goals are achieved as well as developing own professional abilities on a continuous basis.</p>
LIFTING PERFORMANCE	<p>CONTINUOUS IMPROVEMENT</p> <p>Identify continuous improvement practices to support implementation delivery of the Group and Council's overall business.</p> <p>Develop and maintain professional knowledge and contacts.</p>
	<p>VALUES</p> <p>The best interest of the organisation are represented at all times ensuring HDC values are reflected in behaviours and professional delivery of role.</p>
	<p>ADDITIONAL DUTIES</p> <p>Complete other duties that may be required</p>

SKILLS, KNOWLEDGE & EXPERIENCE

ACHIEVEMENT - Demonstrates a strong focus on high performance standards and personal achievement. Goes above and beyond to exceed expectations.

COMMUNICATION - Communicate in a clear, confident and articulate manner and is effective at influencing others. Has Presentation and communication skills with knowledge of sound ways to inform audiences (individuals or groups) through written, oral and visual media.

IMPLEMENTATION - Is reliable, detail-focused and meticulous. Follows through on plans to ensure they are carried out accordingly.

RESILIENCE - Remains calm, composed, and optimistic in stressful or high pressure situations.

SELF-INSIGHT - Is aware of own strengths and weaknesses and actively seeks out opportunities for new learning and growth.

STRATEGIC AGILITY - Takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies strategies and plans, and is comfortable with managed risks.

BUSINESS ACUMEN - Maximise returns in the business is future-orientated and strategic and seeks areas for business improvement.

TEAMWORK - Supports and collaborates with team members to achieve targets.

GROWTH MIND SET – Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts and jargon.

He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hapori – mai i te pae maunga o Tararua ki te moana

With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.

