



Mahi Tahī

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

#arohatōmahi

We love our work and know that our work matters. That is why we do what we say we will do and apply energy and enthusiasm across our mahi.

Manaakitanga

We put our people first by showing them that they matter, through a focus on whānau's needs and aspirations.

Tiakitanga

We proudly and professionally contribute every day to the care of our community and whenua with courage, positivity and mana - leaving a legacy which future generations will embrace.

Details

| | |
|------------------------|-------------------------------------|
| JOB TITLE | Parks and Property Business Support |
| REPORTS TO | Parks and Property Manager |
| GROUP | Community Experience and Services |
| DIRECT REPORTS | Nil |
| FINANACIAL DELEGATIONS | \$10,000 |
| WARRANTS REQUIRED | None |
| GRADE | 11 |

Purpose

The Parks and Property Business Support role provides high-quality coordination, administration, and business support across the Parks and Property team.

The role plays a key part in ensuring the team operates efficiently and delivers timely, customer-focused outcomes, while also identifying and supporting business improvement initiatives that enhance processes, systems, and service delivery.

Working closely with the Parks and Property Manager, this role helps connect operational delivery with strong business practices, enabling the team to meet its priorities and community expectations.



Key Responsibility and Expected Outcomes

Team support and Administration

- Providing high-quality administrative and coordination support across the Parks and Property team, act as a central point of coordination for team workflows, ensuring visibility of priorities and deadlines
- Support the delivery of work programmes through tracking, follow-ups, and coordination, assisting with preparation of reports, briefings, and documentation

Business Improvement, CRM, and Customer Focus

- Manage and track CRM requests for the team by ensuring timely allocation, clear ownership, and responses meet agreed service levels
- Identify trends or recurring issues and escalate insights to support service improvements while supporting a strong customer-first culture across the team
- Proactively identify opportunities to improve systems, processes, and ways of working, leading or supporting implementation of business improvement initiatives across the team
- Work with leadership to streamline workflows and improve efficiency
- Support the development of consistent processes, templates, and reporting tools, laying a foundation of accurate data entry to ensure a high-level of data integrity coming out of the Parks and Property team
- Contribute to continuous improvement thinking across Parks and Property team

Reporting and Performance

- Coordinate and support team reporting requirements
- Assist in tracking performance against work programmes and KPIs
- Support leadership with insights that inform decision-making
- Support the budget tracking, forecasting, variance identification, and monthly financial reporting of the Parks and Property team including raising and managing purchase orders and invoices to enable precision and timely payment
- Ensure compliance with Council financial processes

Relationship Management

- Build strong working relationships across Council teams, contractors, and stakeholders
- Support coordination of communications relating to Parks and Property activities
- Act as a connector between operational teams and corporate functions

Health Safety & Wellbeing

- Promote a strong health and safety culture by proactively modelling our values and hold self and others to account to consistently follow all health and safety policies and legislative requirements.

Council Contribution

- Actively contribute to the Community Experience and Services Group by performing duties as required, promoting a positive workplace culture, and participating in Emergency Management activities.



CAPABILITY & COMPETENCIES REQUIRED

SKILLS, KNOWLEDGE & EXPERIENCE

- Proven experience in administration or business support roles, ideally in a complex or fast-paced environment.
- Excellent organisational skills, with the ability to manage multiple priorities and meet deadlines.
- Strong communication skills (written and verbal), with a confident and professional approach.
- Competence in Microsoft Office Suite and comfort with digital systems, databases, and tools.
- High attention to detail and accuracy in recordkeeping and documentation.
- Demonstrated ability to work collaboratively in a team environment.
- Familiarity with local government or complex public sector environments preferred.

Drives Community Outcomes

Delivers impactful outcomes for the community by providing exceptional service, fostering meaningful Iwi relationships, integrating Te Reo Māori and tikanga, and continuously improving efficiency within the Horowhenua District Council landscape.

Delivery Focused

Delivers high-quality work with integrity, accountability, and efficiency, following through on commitments, engaging with Iwi where appropriate, and using digital tools effectively to achieve meaningful community outcomes.

Mana Enhancing

Builds trust by placing people at the heart of decisions, embracing diverse cultures, upholding high standards of professionalism, nurturing personal growth and self-care, and protecting the mana and integrity of relationships.

Connected

Builds strong, trust-based relationships across teams and the community through clear communication, collaboration, and cultural engagement, creating a connected and inclusive environment that drives better outcomes.

Resilient and Adaptable

Adapts to change with curiosity and resilience, maintaining focus under pressure, seeking diverse perspectives, and persevering to deliver the best outcomes for the community.



Alignment with our community outcomes



We uphold Te Tiriti o Waitangi and its principles and recognise the role of Mana Whenua as kaitiaki of their rohe. We support them to maintain and enhance tikanga with their ancestral lands and waterways, wāhi tapu and other taonga, and build mutually respectful partnerships with tangata whenua, supporting whanau, marae, hapū and iwi in achieving their aspirations.



We contribute to improving our natural environment for current and future generations to enjoy, and protect the important natural features in our district.

We ensure our built environment supports the wellbeing of our people and manage competing pressures on resources sustainably.



We provide efficient, reliable and affordable infrastructure, developing and maintaining facilities and infrastructure to meet the needs of current and future generations. Our community facilities and infrastructure are resilient, helping us to respond to climate change and natural hazards, working with partners to develop infrastructure that enables growth.



We are business friendly, supporting diversity and resilience in our local economy and work with others to make our economy grow. We aspire for economic security for all of our people and seize growth opportunities for our district.



We value the diversity of our people, and how our district's heritage shapes our community's sense of identity and pride.

We provide infrastructure, services, facilities and places to build resilient and connected communities where people of all ages and backgrounds feel included and safe. We are building collaborative relationships with service providers to enable all people to live positive and healthy lifestyles, encouraging our people to participate in local decision making.

