

HAWKE'S BAY REGIONAL COUNCIL

Job Description

Position Title:	Administration Support RBP [Fixed Term]	
Group/Section Details:	Group: Office of the Chief Executive and Chair	Section: Economic Development
Responsible to:	Senior Business Advisor - RBP	

Section Aims

The Regional Business Partner Programme (RBP) is a key Government service to deliver a regional one-stop shop that supports New Zealand businesses to grow and innovate. This is delivered via a network of 14 regionally based organisations contracted to New Zealand Trade and Enterprise (NZTE) and Callaghan Innovation. In Hawke's Bay this contract is held by the Hawke's Bay Regional Council with a subcontract relationship to the Hawke's Bay Chamber of Commerce.

Role of the Administration Support

The RBP Administration Support works with the Business Growth Advisors as part of the Hawke's Bay RBP team. RBP Business Growth Advisors takes a birds-eye look at a whole business, analysing the business needs in order to make recommendations that supports the business priorities and then help connect them with the right resources and experts to build their capability to enable growth. As part of a national network of people who can help, RBP are the first port of call when a business wants to grow.

The primary function of the RBP Admin Support is to provide administration support to the RBP team.

Role Expectations

We are seeking a person with a broad range of administration skills who has extensive experience working in a busy team environment. The ideal person to join our team will have great attention to detail, be highly organised, tech savvy and have a passion for helping and supporting others. They will understand the challenges of business and have a reasonable level of business acumen.

- Monitoring new business registrations in the RBP web portal and compiling supporting documentation to the RBP Growth Advisors
- Maintaining client filing system – both paper-based and electronic
- Maintaining the master client database and recording client status and interactions and liaising with the RBP Growth Advisors
- Providing Administration support to Business Growth Advisors including scheduling client meetings and follow ups
- Analysing client data and assisting with weekly reporting
- Assisting clients and service providers to navigate the RBP portal and other websites
- Developing relevant stakeholder communications in accordance with Hawke's Bay RBP Comms Plan.

HBRC Corporate Commitment and Expectations

Hawke's Bay Regional Council (HBRC) staff are expected to display Council's vision, purpose and values in their work and maintain a high level of professionalism and integrity. This means:

- Adhering to HBRC policies and procedures.
- Complying with HBRC health and safety procedures.
- Undertake CDEM activities as required.
- Fulfil all Personal Performance and Development Charter (PPDC) requirements.
- Take personal accountability and responsibility.
- Meet commitments to others.
- Be supportive and collaborative.
- Communicate effectively.
- Show innovation and embrace change

Continuous Improvement

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager.
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your Manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your Manager.
- Showing a strong team commitment, as indicated by peer feedback and your Manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging others ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your Manager.
- Active involvement in decision making processes when the opportunity is made available.
- Working in a collegial manner.
- Ensure you play your respective part in good information flows between different work sections.
- Deliver on project outcomes: on time and on budget.
- Being realistic about estimating resource requirements for projects.
- Displaying sound judgment and making responsible decisions.
- Managing public expectations and being customer focused.
- Maintaining high levels of technical skills relevant for the role.

POSITION TITLE: Administration Support RBP

Health and Safety

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- Where appropriate, advise other organisations you are working with of the known risks in the work being undertaken.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Maintaining a clean and tidy workspace.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.

Emergency Management

All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area. This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.
- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuity Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

Key Skills

Skills

- Extensive administration experience
- Excellent Microsoft Office knowledge
- Proven experience working in a busy environment

Personal Specification

POSITION TITLE: Administration Support RBP

- Enthusiastic about making the business environment successful
- Proven ability to demonstrate a ‘client-centric’ approach and build rapport with business people
- Honest and trustworthy with a high degree of personal and professional integrity

HBRC’s Vision, Purpose and Values

Our Vision: A healthy environment, a vibrant community and a prosperous economy.

Our Purpose: We work with our community to protect and manage the region’s precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

Our Values:	Partnership and Collaboration	We work with our community in everything we do
	Accountability	We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers’ funds and assets
	Transparency	We report on what we do and the value this delivers for our community
	Excellence	We set our sights and expectations high, and never stop striving to do better