

HAWKE'S BAY REGIONAL COUNCIL

Job Description

Position Title:	Corporate Operations Coordinator [Fixed Term]	
Group/Section Details:	Group: Corporate Services	Section: Corporate Support
Responsible to:	Corporate Operations Manager	Grade: 13
Job Family:	OS9	

Section Aims

The Corporate Support team aims to provide customer excellence and essential business services to ensure staff have the support, resources and working environment that enables them to achieve their objectives. Corporate Support will focus on;

- Developing efficiencies, with sustainability, cost effectiveness and quality of service as key drivers in decision making.
- Continuous improvement and innovation.
- Delivers professional and efficient customer service and administrative support to enable Regional Council staff to focus programme delivery.
- Provides a professional customer centric reception and mail service.
- Manage the HBRC fleet and EROADS ensuring all vehicles are up to New Zealand safety standards and comply with HBRC Health and Safety practices. Undertake regular review of fleet utilisation and provide reports to executive.
- Ensure all staff have appropriate facilities and resources such as workstations, stationary and uniforms.
- Ensure all HBRC buildings and facilities align with HBRC Health and Safety Standards.
- Manage HBRC's catering and cafeteria requirements, including assisting with event facilitation.
- Maintains staff security, including visitor control and sign in process.
- Coordinates staff travel and accommodation bookings.
- Manage building and facility maintenance through contractors.

Role of Corporate Operations Coordinator

The fixed term role of Corporate Operations Coordinator is to provide relevant professional input into the roles and functions of the Corporate Support team outlined above to help the Team achieve their objectives. Your role will require input that relates to your relevant skill level and experience but will also include activities that extend

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and provide for your individual professional development. Expectations will be regularly discussed and reviewed with you and will be fair and reasonable and within the broad requirements outlined above. The fixed term role of Corporate Operations Coordinator has been established to provide relevant support to the Corporate Operations Manager while that role focuses on a number of specific corporate projects over the next 18-24 months.

Role Expectations

- Utilising EROAD software, ensure the management of the HBRC vehicle fleet meets the needs of the council including ensuring stock is well maintained, is safe and fit for purpose.
- Assist with managing Council's \$21.5M property and fleet portfolio by ensuring effective maintenance of assets operating across Regional Council sites.
- Ensure operational budgets are monitored and used effectively.
- Responsible for upkeep and liaising with staff to ensure maintenance, alterations and upgrades are carried out and monitored regularly.
- Carry out a variety of administration functions related to any vehicle accidents/breakdowns in relation to HBRC fleet, e.g. accident reports, repairs and insurance requirements
- Respond to, and manage any fleet or facility maintenance with relevant contractors. Assess any repairs required, prioritise jobs with minimal interruption to staff.
- Utilising EROAD, deliver monthly vehicle speed exceedance information to the Executive and provide relevant analysis of fleet performance to ensure optimum utilisation of assets.
- Ensure employees have access to, and vehicles are equipped with, appropriate safety and tracking devices such as RT's, EROAD and Satellite devices.
- Responsible for procurement of new equipment and installation of devices as and when required.
- Ensure training is provide for staff on the use of vehicle related equipment.
- Effectively manage HBRC's radio telephone network to ensure solutions and equipment are provided to maintain day to day communications, specifically ensuring effective communication when responding to emergency events.
- Ensure the asset register related to vehicle based communication equipment is maintained and is consistent with CDEM Group devices to maximise effectiveness in emergency situations.
- Monitor and make recommendations on the optimum use of available office space in HBRC's facilities, and oversee office alterations in coordination with the Corporate Operations Assistant and contractors.
- Organise contracts ensuring appropriate upkeep of HBRC's building facilities. Ensure functionality and minimum risk exposure to the organisation, environment, visitors and contractors through appropriately monitored contracts.
- Oversee building security systems and contracts for HBRC's facilities, including organising trial evacuations, ensuring building wardens are trained appropriately to respond and assist incident controllers in emergency situations.
- Actively seek cost efficiencies and sustainable services where possible, aligning with HBRC's procurement policy.
- Other duties as required by the Corporate Operations Manager in a timely and efficient manner.

HBRC Corporate Commitment and Expectations

Hawke's Bay Regional Council (HBRC) staff are expected to display Councils 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.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.
- 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.

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- Managing public expectations and being customer focused.
- Maintaining high levels of technical skills relevant for the role.

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 Continuance 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

Knowledge & Skills

- Understanding of contract management and prior knowledge of facilities and fleet management is desirable.

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- Excellent communication skills; ability to work well with people and ability to cope with constant interruptions.
- Knowledge of Radio Telephone and network operation would be advantageous.
- Experience with EROAD or similar fleet monitoring software would be advantageous.
- Ability to work efficiently and effectively under pressure.
- Proven ability to assess, analyse and improve systems and prioritise workload efficiently.
- A high level of initiative, judgment and accuracy.
- Organised and methodical and able to work effectively within restricted timeframes.
- Ability to work unsupervised.

Personal Specification

- Motivated.
- Integrity, trustworthy and honest.
- Demonstrates initiative.
- Works well under pressure.
- Lateral thinker, creative, flexible.
- Demonstrated can-do attitude and solutions focused.

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