

# Administration and Logistics Support Officer

## Purpose | Te arotahi mātua

The Administration and Logistics Support Officer plays a vital role in delivering high-quality support across facilities, fleet management, reception, canteen services and other operational needs. Working collaboratively within the Administration and Logistics team and across the wider organisation, this role ensures seamless service delivery and operational efficiency.

This role is focused on providing strong customer service, being flexible with a can-do attitude. The role also involves meaningful engagement with iwi/hapū and a diverse range of internal and external stakeholders, requiring excellent communication skills and cultural awareness.

## Role dimensions | Te ahu mahi

Responsible to:	Administration and Logistics Manager
Responsible for:	Nil
Primary location:	Stratford, although travel throughout the region may be required as part of your duties
Position grade:	8

## Organisational context | Te horopaki whakahaere



## Role specific areas of responsibility | Whakaritea ngā wāhanga kawenga

The key responsibility areas are provided as a guide only. Performance measures for this job will need further discussion between the job holder and People Leader/Manager as part of the performance development process.

### **Facilities Support and Administration**

- Provide day-to-day support to the Facilities Coordinator to ensure smooth and efficient operations.
- Act as cover during any leave or absence of the Facilities Coordinator, including on-site support as needed.
- Help maintain accurate and up-to-date documentation, including invoicing, purchasing order tracking via the Council ticketing system.
- Assist with the upkeep of preventative maintenance schedules, Asset register and facilities related procedures and manuals.
- Liaise through internal systems with Council staff to support operational facility needs and ensure a smooth flow of service delivery.
- Help monitor and follow up any outstanding maintenance or contractor tasks to ensure timely resolution.
- Assist with the coordination of Health and Safety processes for facilities-related work (e.g.: Contractor sign-in, hazard reporting).
- Provide support to large and small projects as and when required and or requested.
- Perform other facilities administrative and support tasks as reasonably requested.

### **Fleet Support**

- Provide support to staff on the use of vehicle management system functionalities.
- Assist in managing fleet replacements, maintenance, and inventory purchases.
- Help manage the vehicle Pool Booking system via vehicle management system, ensuring efficient and economical vehicle use.
- Support fleet requests through Council ticketing system.
- Conduct vehicle spot checks and liaise with Team Leaders/ Managers to rectify any concerns.
- Support for fleet, including maintenance/disposals pick-up/drop-off of vehicles.
- Conduct Fleet Inductions for new employees.
- Assist with pool vehicle maintenance bookings.

<b>Reception and Administration Support</b>	<p>Provide back-up assistance including:</p> <ul style="list-style-type: none"> <li>• Greet and welcome visitors and direct them as necessary.</li> <li>• Answer phone calls, transfer calls appropriately and take messages as required.</li> <li>• Coordinate mail, couriers, and process receipts for cash and EFTPOS transactions received at reception.</li> <li>• Provide assistance with word processing, document formatting, and preparing reports, mail merges, and tender processes as required.</li> <li>• Organise flower deliveries, catering orders, and stationery orders, including invoicing.</li> </ul>
<b>Cafeteria and Printery Support</b>	<p>Provide back-up assistance including:</p> <ul style="list-style-type: none"> <li>• Set up for cafeteria services, including perk coffee, tea, and biscuit setup for morning and afternoon tea.</li> <li>• Ensure the coffee machine is refilled and maintained.</li> <li>• Maintain a clean and tidy kitchen, including managing dishwasher use and wiping down surfaces.</li> <li>• Process print jobs and mail-outs, when needed.</li> </ul>
<b>Uniform Management Support</b>	<ul style="list-style-type: none"> <li>• Oversee sizing, ordering, allocation, and return of uniforms.</li> <li>• Maintain accurate inventory records of uniform sizes, quantities, and allocations.</li> <li>• Ensure returned items are clean and serviceable, including washing, drying, and proper storage.</li> <li>• Maintain a uniform register to ensure compliance with policies.</li> </ul>
<b>Personal Protective Equipment Management Support</b>	<ul style="list-style-type: none"> <li>• Oversee sizing, ordering, allocation, and return of personal protective equipment.</li> <li>• Maintain accurate inventory records of Personal Protective Equipment (PPE) and consumables.</li> <li>• Updating the Council H&amp;S system with issued PPE and expiry dated PPE consumables.</li> </ul>
<b>Financial Management Support</b>	<ul style="list-style-type: none"> <li>• Group maintenance requests by vendor to reduce call-out fees.</li> <li>• Ensure purchase orders and invoices are correctly coded, authorised, and follow financial procedures.</li> <li>• Ensure timely submission of invoices to the Finance team for processing.</li> </ul>
<b>Quality Control and Documentation</b>	<ul style="list-style-type: none"> <li>• Maintain accurate records and documentation for facilities maintenance, fleet management, and administrative tasks.</li> <li>• Ensure adherence to operational procedures and quality standards.</li> </ul>

**Stakeholder  
engagement**

- Foster constructive relationships with a diverse range of external and internal stakeholders to deliver effective and efficient service.

**Special  
requirements**

- Must be able to undertake the physical requirements of the role.
- May be required to work with hazardous and toxic materials.
- Any other duties as required by the Administration and Logistics Manager, Director – Corporate Services and/Chief Executive.





## Organisational areas of responsibility | Ngā wāhanga whakahaere

- **Be a team player** – Contribute to the greater team and organisational goals by completing projects and tasks in an efficient and effective manner, including any additional activities as directed by your People Leader.
- **Be flexible and adaptable** – Flexible work arrangements meet the needs of our customers, the Council and the individual and may include the need to work outside normal office hours from time-to-time.
- **Look after yourself and others** – Work within the Council's health and safety systems, policies and procedures at all times to limit risk and keep yourself and those around you safe.
- **Work with integrity** – Maintain high professional and ethical standards that align with relevant legislation, Council policies and our values.
- **Develop yourself and others** – Proactively seek out opportunities for your own professional development and work alongside others to develop them, including actively taking part in Our TRC.
- **Be culturally aware** – Show appreciation and understanding of Māori culture and values and put these into practice in your work.
- **Be an agent for change** – Always be on the lookout for ways to do things better, faster or smarter and be an active participant in the continuous improvement culture.
- **Be digitally savvy** – Understand and be competent in the use of digital technologies relevant to your role, including processing and storage of Council information in line with relevant policies.
- **Emergency planning and response** – Where required, participate in emergency management training exercises and support Council during an emergency management response, having due regard to the safety of your family.
- **Live our values** – Be aware of and demonstrate our values in ways that support inclusivity in every aspect of our work.

## Delegations of authority | Te tuku mana

Delegations for all roles are set out in the **Taranaki Regional Council Delegations Manual** as appropriate.



## Personal specifications | Ngā whakaritenga whaiaro

Qualifications	<ul style="list-style-type: none"><li>• A Level 3 NCEA Certificate is required.</li></ul>
Experience	<ul style="list-style-type: none"><li>• At least two years' experience in administration preferably in local government.</li><li>• Have technical and practical proficiency and competency relevant to this role's specialisation.</li><li>• Experience with building and maintaining effective relationships and gaining the cooperation of a wide range of internal and external stakeholders.</li></ul>
Skills	<ul style="list-style-type: none"><li>• Taranaki Regional Council has a skills pathway framework enabling people to plan their development and grow their skills. The core skills required for this position are aligned with <b>He Pukenga Ara Skills Pathway</b>, and a summary table is included in Appendix 1.</li><li>• Proven organisational ability - applying methodical precision to coordinate and prioritise work.</li><li>• Procurement and supply chain experience.</li><li>• Strict attention to quality control, data management and accurate record keeping.</li><li>• Effective communication skills, both written and verbal.</li></ul>
Knowledge	<ul style="list-style-type: none"><li>• Proficient with technology systems including the range of Microsoft Office products and associated facilities products.</li><li>• Ideally a familiarity and understanding of the Health and Safety of Work Act 2015.</li></ul>
Personal attributes	<ul style="list-style-type: none"><li>• Excellent judgement and initiative, able to make decisions.</li><li>• Open-minded, practical problem solver.</li><li>• Ability to think laterally, multitask and self-manage.</li><li>• Team player.</li></ul>



## Functional relationships | Te whanaungatanga mahi

Build, maintain and role model meaningful effective and sustainable relationships with;

- Internal**
  - All Taranaki Regional Council Staff
- External**
  - Other regional and local authority staff
  - Contractors and maintenance providers
  - General public, iwi/hapū and special interest groups

## Changes to job description | Ngā huringa ki ngā whakaahuatanga mahi

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.





## Our key messages | Ko ā mātou kōrero mātua

Taranaki Regional Council works with the Taranaki community:



# Improving lifestyles Supporting livelihoods Taking Taranaki forward

## Our mission | Tō tātou mīhana

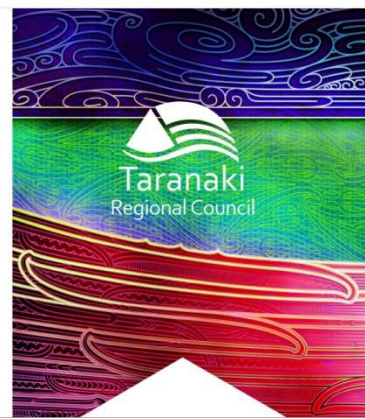
To work for a thriving and prosperous Taranaki by:

- Promoting the sustainable use, development and protections of our natural and physical resources.
- Safeguarding Taranaki's people and resources from natural and other hazards.
- Promoting and providing for significant services, amenities and infrastructure.
- Representing Taranaki's interests and contributions to the regional, national and international community.

We will do this by leading with responsibility, working cooperatively, encouraging community participation, and taking into account the Treaty of Waitangi.

## Our values | Tō tātou whanonga pono

- **Integrity** | We do what it is right, rather than what is easy.
- **Teamwork** | We are one TRC team, working together with courage and purpose.
- **Care & Respect** | We demonstrate care and respect for ourselves and others; we treat everyone with dignity.
- **Agility** | We strive for excellence, embracing change as an opportunity for innovation.

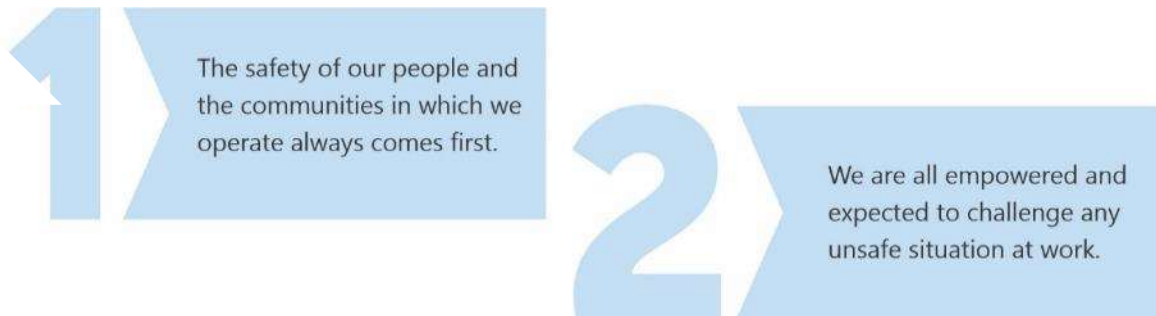




## Our health and safety | Tō tātou Hauora me te haumaru

The Taranaki Regional Council is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

### There are two key points to health and safety:



### We will achieve these by:

- Building a positive culture
- Aiming for zero harm
- Taking reasonable practicable steps
- Managing contractors
- Communicating
- Develop knowledge
- Investigating and learning



# He Pūkenga Ara Skills Pathway

Skill Area	Capabilities
Service Delivery	<ul style="list-style-type: none"><li>• Service Standards</li><li>• Customer Service</li><li>• Judgement and Decisions</li></ul>
Organisational Impact	<ul style="list-style-type: none"><li>• Aligns Work</li><li>• Collaborates</li><li>• Assesses Impact and Value</li><li>• Promotes Change</li></ul>
Self-Awareness	<ul style="list-style-type: none"><li>• Knows Self</li><li>• Develops Self and Others</li><li>• Builds Trust</li></ul>
Communicates Effectively	<ul style="list-style-type: none"><li>• Clear Messages</li><li>• Adapts Style</li><li>• Tact and Diplomacy</li></ul>
Digital Technology	<ul style="list-style-type: none"><li>• Systems Knowledge</li><li>• Works Efficiently</li><li>• Data Management</li></ul>
Wellness and Risk	<ul style="list-style-type: none"><li>• Policies and Procedures</li><li>• Manages Risks</li><li>• Proactive Wellbeing</li><li>• Site Safety</li></ul>
Cultural Awareness	<ul style="list-style-type: none"><li>• Reo</li><li>• Tikanga</li><li>• Whakawhanaungatanga</li><li>• Local context</li><li>• Mātauranga Māori</li><li>• Regulatory Environment</li></ul>