



SHAPING AN
AWESOME
HAMILTON

Unit Director Assistant

Customer and Community

About us

Our purpose is to improve the wellbeing of Hamiltonians. To fulfil our purpose, we need to become the leading community-focused Council, so that Hamilton's full potential can be unlocked – making it the best place to live.

Our staff are at the heart of everything we do. We value *kia urutau* (adaptability), *kia ngaawari* (simplicity), *kotahitanga* (inclusiveness), *kaitiakitanga* (guardianship), and *kia manawanui* (ambition). These values drive the way we think about how we do our work to stay true to our purpose. We need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance.

About the position

This position sits within the **Customer and Community group**. This group provides facilities and services that help create a safe, vibrant and inclusive city – community facilities, parks and recreation, customer services, City Safe, and resilience and regulatory services. Read on to find out more about the role.

What you will do

In this role, you will be a key player in supporting the Unit Directors within the Customer and Community Group. Strong organisational skills are a must for this role and will be pivotal to your success.

The Customer and Community Groups purpose statement is to provide public places and services to make Hamilton a more attractive and liveable city.

Reports to	Group Business Manager
Responsible for (total number of staff)	Nil
Delegation	\$0
Budget	\$0

Key responsibilities

Some of the **key responsibilities** for this role include:

Executive and Business Support

- Schedule and coordinate meetings, appointments, and events, maintaining an accurate and up-to-date calendar.
- Develop positive and constructive working relationships with Unit Directors, General Manager, and other Council staff.
- Maintain, screen and manage the diaries for the two Unit Directors.
- Work flexibly, taking direction from multiple unit directors and prioritising workload on a daily and weekly basis.
- Manage the Unit Director's inbox, ensuring timely responses, prioritization, and appropriate delegation of correspondence.
- Respond to Unit Directors' staff, and community requests.

- Provide operational liaison between the Group's business areas and other teams.
- Arrange external meetings, book venues, organise catering and equipment.
- Assist with the preparation of presentations, documents, and the printing of materials.

Administration

- Provide general administration support, including data management, training, scanning, and copying etc.
- Amend and develop documents as required.
- Document management and filing.

Organisational Contribution

- Contributes to special projects as required.
- Supports and models the organisational behaviours.
- Support the Unit Director in fostering a positive, inclusive, and high-performing team culture
- Contributes to innovation by improving work processes and systems throughout the organisation.

How you will do this

Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

Your mindset, skills, knowledge, and experience

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

You bring to the role

Essential

- National Diploma Level 6 or Business/ Management equivalent or equivalent experience.
- Two to Five years' experience in administration. support to senior executive leaders.
- Advanced Microsoft Office suite skills.
- Strong analytical and written skills.
- Excellent time management and prioritization skills.
- Strong communication, negotiation, and interpersonal skills.
- Positive, friendly attitude, showing resilience to the pressures of a busy working environment.
- High standard of integrity, discretion, and reliability.
- Ability to make decisions and show initiative without waiting for direction.
- Cultural awareness.

Preferred

- Current full driver's license.
- Ability to identify and implement process improvements.
- Well-developed long-term planning skills.
- Experience working in local government.

Health, safety and wellbeing

All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing programmes and initiatives as required.

Civil Defence

Completes Civil Defence training and participates in events as required.

Note: This position description is a broad outline of the key activities and responsibilities for this role. Key responsibilities may vary from time-to-time, at the request of the manager, to accommodate the operational needs of the team.