

POSITION DESCRIPTION

TITLE: Mayoral Support Coordinator	VACANCY NO: <i>(applicable for recruitment only)</i>
GROUP: Office of the Mayor and Chief Executive	
REPORTS TO: Team Leader Business Support / EA to Mayor	DIRECT REPORTS: Nil
LOCATION: Any Council Location	DATE: November 2021

Purpose of the position:

- The purpose of this role is to provide logistical and administrative support to the Mayor, manage and deliver all aspects of the Mayor's function and hospitality requirements, and to manage the reception function in the Office of the Mayor and Chief Executive.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Local Government Official information and Meetings Act 1987 (LGOIMA) in respect of official information and for following related Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas Of Accountability

Event Management	<ul style="list-style-type: none"> Manage all invitations received by the Mayor to attend functions, events and conferences. Liaise with the Manager Civic and International Relations on aspects of Civic Ceremonies, to ensure the Mayor is fully prepared to attend all Civic Ceremonies. Arranging catering for meetings held in the Mayor's office. Providing catering or beverages for impromptu adhoc events or meetings. Setting up venues for Mayoral events and ensuring any appropriate collateral is available to be displayed.
Reception	<ul style="list-style-type: none"> Meet and greet all visitors for the Mayor, Deputy Mayor and Chief Executive. Ascertain visitor and guest requirements and make contact with intended hosts in a timely fashion. Display excellent reception skills by being able to communicate and sell a plan of action to communicate and/or resolve immediate customer complaints. Ensure reception area is always immaculate and appropriately presented.

Key Areas Of Accountability	
Administration Support	<ul style="list-style-type: none"> • Liaise with and support the function manager regarding catering, ensuring dietary and cultural requirements are taken into account. • Ensure appropriate technology requirements are provided, cultural and gift requirements ascertained, parking requirements and other logistics organised. • Ensure the Mayor's lounge is clean, tidy and in a state of readiness for each meeting. • From time to time assist with Mayoral and Civic Receptions. • Ensure telephone inquiries including customer complaints and other requests handled in a sensitive and timely manner. • Coordinate tasks such as the sending of congratulatory letters/cards on behalf of the Mayor and congratulatory messages to requests through the DIA, specifically, significant anniversaries. • Arranging and distributing the Mayor's Christmas messages, recording of gifts and storage arrangements. • Working across the Council teams and with the Mayor to ensure guests are invited to Mayoral events. • Liaise with community and business groups to determine the extent of the Mayors role and protocol around a Mayor hosted event. • Assist with coaching the Councillors on how to engage services or requirements for smooth process operations. • Maintain a flexible, willing approach to ad-hoc service needs. • Play an active role in identifying, developing and implementing process improvements that lead to cost savings or increased internal client satisfaction.
Health & Safety	<ul style="list-style-type: none"> • Responsible for keeping yourself and others safe while at work, complying with Council health and safety systems and wearing protective clothing and using equipment provided.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for managing a budget of \$ Nil
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Team Leader Business Support / Executive Assistant to the Mayor	Reports to and liaises with
Mayor	Provide administrative and logistic support to
Other Office of the Mayor and Chief Executive staff	Liaises with
Other Council staff	Liaises with
External	Nature of the Relationship
External providers e.g. catering, venues	Service providers
Local officials/Delegates	Provides information to

Formal Qualifications and Training	Required	Desirable
NZQA Level 5 or equivalent work experience	✓	
Degree qualification in events management or equivalent work experience		✓
Full New Zealand Driver's Licence	✓	

Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Minimum of 7 years relevant experience in hospitality, event and/or conference management managing significant events at a range of venues	✓	
Able to work with a relate to senior stakeholders	✓	
Able to facilitate and work within a multidisciplinary team	✓	
Able to prioritise work effectively to ensure deadlines are met	✓	
Able to make sound decisions and stay calm under pressure	✓	
Highly organised and an eye for detail	✓	
<p>Embracing Change</p> <ul style="list-style-type: none"> Identifies ways to improve daily activities/processes/tasks. Accepts change as an organisational reality; responds helpfully and positively. Understands how self and others react during change. Supports colleagues though change. 	✓	
<p>Working Collaboratively</p> <ul style="list-style-type: none"> Co-operates to find solutions which achieve your goals and those of others. Asks others for their ideas and input. Helps others willingly and is willing to accept help. Gets to know people outside of their own team. 	✓	
<p>Focus on Results</p> <ul style="list-style-type: none"> Can be counted on to achieve goals successfully and safely. Monitors own progress and is willing to try different approaches in order to be successful. Is proactive in highlighting barriers which affect the delivery of services/results. Acknowledges others progress and success; giving feedback and credit where it's due. 	✓	
<p>Communication</p> <ul style="list-style-type: none"> Engages with others; listening and showing respect for their input, suggestions and feedback. Puts forwards suggestions, ideas and feedback. Shares relevant information with colleagues. Communicates clearly and constructively, verbally and in writing. Considers their audience and adapts their communication accordingly. 	✓	

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How the position fits into the organisation:

