

Position Description

Position title:

Business Excellence Graduate

Division:

Customer & Community

Department:

Customer Services

Reports to:

Manager, Business Excellence

Location:

Manukau (primary) & Auckland CBD

Accountabilities of position

Purpose of position:

The Business Excellence (BEx) graduate will rotate through four key functional teams over the course of the 2 year programme to provide a broad range of experience and exposure. Rotations are set depending on business need, workload, and the graduate's learning and development requirements. Each rotation will include a mix of on-the-job learning and stretch projects, alongside work allocation typical for the area in which they rotate.

Rotations in this programme will include workforce management, business relationship management, planning & performance (which includes project management), reporting & analytics and business improvement. The graduate is responsible for performing work allocated and contributing to relevant activities and projects as required.

Rotations may be located at different service areas/offices and require travel. Day to day during a rotation may also require some travel to other Council buildings, customer premises and other work sites as required.

Key responsibilities

Work Excellence

Key Responsibilities

- Effectively carry out work allocated either independently or as a team
- Identify opportunities to contribute to team or business objectives and actively seeks to provide input
- Identify and recommend to relevant parties opportunities for improvement

Expected Outcomes

- Work is completed in a timely manner and to a high standard
- The individual is recognised as a valuable contributor to achieving team and business objectives
- Improvements identified and implementation evident

Relationship Management

Key Responsibilities

- Develop and maintain effective relationships with internal and external stakeholders
- Manage conflict effectively to ensure a functional professional relationship is maintained

Expected Outcomes

- Productive mutually beneficial relationships are developed and maintained

- Business objectives are met
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Customer Service

Key Responsibilities

- Provide excellent customer service to both internal and external customers

Expected Outcomes

- Auckland Council customer service standards are consistently met
 - The reputation of the individual, their immediate team and Auckland Council are enhanced
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Professional Development

Key Responsibilities

- Take responsibility for identifying own learning and development needs
- Take action to communicate these and contributes to identifying relevant support to meet these needs
- Apply learnings to advance professional competence

Expected Outcomes

- Learning and development needs are communicated to line manager
 - Learning and development needs are incorporated into Performance Development Plan
 - Opportunities to participate in learning activities are proactively undertaken
 - Building consents processed within required timeframes and meet all statutory requirements.
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Projects

Key Responsibilities

- Contribute as an active participant or leader in project teams where applicable
- Provide up-to-date, relevant best-practice input based on studies, where relevant

Expected Outcomes

- Make a valuable contribution to project teams through:
 - Offering fresh ideas that encourage innovation
 - Actively listening to others' contributions, seeking clarity to advance own learning or understanding, and apply that learning to wider context
 - Take on a fair portion of actions to support the achievement of project objectives
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Organisational obligations

Key Responsibilities

- Action Auckland Council's good employer obligations including equal employment, biculturalism and diversity policies and practices
- Auckland Council is committed to the principles of the Treaty of Waitangi – partnership, participation and protection – as such, we work with our iwi partners and the wider Māori community to meet their needs and aspirations for the city
- As an employee of the council you are required to understand and demonstrate our organisational behaviours
- As an employee of the council you are required to be associated, as required, with Civil Defence Emergency Management or any exercise that might be organised in relation to this council function
- Promote a safe and healthy workplace by undertaking responsibilities as outlined in Auckland Council's health and safety policy and procedures
- Promote activities and initiatives that assist Auckland Council achieve its vision and mission
- Promote one-organisation initiatives and action these service characteristics
- As an employee of Auckland Council you are required to familiarise yourself with and comply with all organisation policies, including but not limited to, Auckland Council Code of Conduct

Expected Outcomes

- Auckland Council meets its obligations as an employer
 - Auckland Council meets its obligation under the Treaty of Waitangi and the Treaty Settlement Act
 - Understanding and meeting the needs of Māori in the council's internal working environment and in the delivery of services to the Auckland community
 - Act in ways that demonstrate understanding and which embrace our behaviours in your dealings with both your work colleagues and in your interactions, both internal and external.
 - Acts in ways that support an environment of biculturalism, diversity and inclusion in the workplace
 - Obligations under the Māori Responsiveness framework are upheld
 - Auckland Council's reputation is enhanced within the community
 - Health and safety requirements upheld
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Key relationships

Internal:

- Executive Officer
- Team leader and team
- Mentor as assigned to support throughout programme
- Buddy to provide peer support throughout programme
- Graduate/Intern Liaison Officers throughout programme

External:

- All external parties as designated by the authorised manager

Type of person suitable for this position

Qualifications

Essential

- A New Zealand accredited tertiary qualification. While this may be related to business or management, we are interested in a variety of disciplines. For example:
 - Business/Management
 - Law or commerce
 - Finance
 - Data analytics
 - Project management
- Regardless of tertiary discipline, must have a can-do attitude, passion and interest in working within a people-focused function driving high-performance across a large organisation.

Experience

- No prior work experience required; however, work experience (paid or unpaid) in related field is an advantage.

Personal Leadership Behaviour – Team Member

Auckland Council's vision is to create the world's most liveable city, while delivering Aucklanders great value for money. Our high performance behaviours were developed to capture what it means to put our vision in to action:

- **Develop** - We take new approaches to solving old problems; we thrive on challenge; we think big and stay ahead of the game
- **Serve** - We treat our customers as though they're our friends and neighbours; we make things easy for Aucklanders; we spend ratepayer money wisely
- **Achieve** - We're accountable; we get stuff done; we achieve real results
- **Collaborate** - We are one council family and we trust each other; we know that the little things we do can make a big difference; success is a shared goal

General competencies

Essential

- Understanding of Te Tiriti o Waitangi and its relationship to Local Government
- Ability to form relationships with iwi and hapu
- Experience in the use of Microsoft Office applications, particularly Excel and Word
- Possess strong verbal and written communication skills
- Excellent time management and organisation skills
- Good interpersonal skills
- Problem solving and decision making skills

Desirable:

- Proficiency in Te Reo and an understanding of te Ao Māori

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.