

# Position description

Position title:

Graduate

Position number:

Division:

Information Services

Reports to:

Department:

Information Services

Direct reports (number):

Nil

Unit (where applicable):

Indirect reports (number):

Nil

Rotations:

Team Duration

Location:

Auckland

## Accountabilities of position

### Purpose of position:

The graduate will rotate through key functional teams over the course of the 2 year programme to gain a broad range of experience. Rotations are set depending on business need and the incumbent's learning and development. Each rotation will include a mix of work allocated and on-the-job learning. The graduate is responsible for performing work allocated and contributing to relevant activities and projects as required.

### Key responsibilities (throughout rotations)

### Expected outcomes

#### Work Excellence:

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

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

#### Relationship Management:

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

- Productive mutually beneficial relationships are developed and maintained
- Business objectives are met

#### Customer Service:

- Provide excellent customer service to both internal and external customers

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

**Professional Development:**

- 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
- 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

**Projects:**

- Contribute as an active participant in project teams where applicable
- Provide up-to-date, relevant best-practice input based on studies, where relevant
- Make a valuable contribution to project teams through:
  - offering innovative ideas
  - actively listening to others
  - seeking clarity
  - meeting deadlines

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**Technical responsibilities:**

- Provide different level of support in relation to IT issues including problem diagnoses, trouble shoot and triage
- Contribute to and encourage the use of IT Service Management Knowledge base

**Expected outcomes**

- Excellent customer feedback
  - Excellent team leader feedback
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**Organisational obligations**

- Action Auckland Council's good employer obligations and equal employment bicultural policies and practices
  - 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 to achieve its common purpose
  - 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 the Auckland Council Code of Conduct.
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**Key relationships**

Internal:

- Team leader and team
- Mentor as assigned to support throughout programme
- Buddy to provide peer support throughout programme

External:

- All external parties as designated by the authorised manager
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## Type of person suitable for this position

### Qualifications

- A New Zealand accredited tertiary qualification, degree level or higher in relevant field. Specifically: Computer Science, Software Engineers, Information Systems/Technology, Management
- Current full New Zealand drivers licence

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### Experience

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

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### Core competencies – team member

- **Live our values** – keeping the organisation's values at the forefront of decision making and action
- **Improve ways of working** – taking action to improve existing conditions and processes; identifying improvement opportunities, generating ideas, and implementing solutions
- **Coach your peers** – providing support to help others strengthen specific knowledge/skill areas needed to accomplish a task or solve a problem
- **Work together** – working effectively and cooperatively with others; establishing and maintaining good working relationships
- **Focus on customer service** – ensuring that the customer and stakeholder perspective is a driving force behind decision making and activities; implementing service practices that meet or exceed customers', stakeholders' and organisation needs
- **Work excellence** – setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed. Taking prompt action to accomplish objectives, being proactive

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### Technical competencies

- Experience using Microsoft Office applications, particularly Excel and Word
- Possess strong verbal and written communication skills
- Excellent time management and organisation skills

### General competencies

#### *Essential*

- Understanding of Te Tiriti o Waitangi and its relationship to Local Government and the Resource Management Act
- Knowledge of tikanga Māori and an ability to relate with iwi and hapu
- Possess strong verbal and written communication skills
- Excellent time management and organisation skills

#### *Desirable:*

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

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### 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.