Administration Coordinator

Neighbourhood Hubs & Library Services, Neighbourhoods & Communities

Reports to: Operations Support Manager

Location: War Memorial Library

Date: October 2026

Purpose of the role:

Provide and coordinate a centralised business and operational support service to support the development and delivery of exceptional services for our communities.

The Neighbourhoods and Communities (N&C) Group includes: Connected Communities, Neighbourhood Hubs & Library Services, Aquatics, Arts & Culture and Parks & Reserves.

Our purpose

Ko tō tātou he wāhi whai hua ki hōna tāngata - Our city where everyone thrives

At Hutt City Council we are committed to working together to create a connected, resilient and inclusive city of Lower Hutt Te Awakairangi, where all our people thrive.

As connectors, creators and leaders, we are supporting our neighbourhoods to become the architects of their future. Knowing that the work you do is meaningful and making a difference for generations to come is a great feeling.

Hutt City Council is a place you'll feel proud to be part of.

Our values



Manaakitanga *Show you care*
We are helpful, compassionate, do good and willingly give our attention.



Kotahitanga *Be Connected*
We seek and appreciate different perspectives, communicate effectively, share our knowledge and skills, and make valuable contributions that our colleagues appreciate.



Rangatiratanga *Have Courage*
We are ambitious, we explore new things, we do the right thing even if it's hard and we deal with issues directly and positively.

Our core capabilities

Our Capability Framework provides a common understanding of the capabilities, behaviours and ways of working needed to contribute to council's success. Our core capabilities are;

Toa Taumata Rau
Work as One Council

He Tātai Muka
People & Performance Focus

He Rangi tā Matawhānui
Open & Adaptable

Te Ringa Tōhau Nui
Business sense

Kāpuia Te Kākaho
Customer & Community Focus

Te Pae Tawhiti
Future Aware

Within each capability are the skills, knowledge, and behaviours that are expected to be demonstrated, depending on the level of the role.

You can find the full capability framework at **careers.huttcity.govt.nz/home**

The level of capability required for this role is:

☒ Foundational ☐ Intermediate ☐ Advanced

About the role

Office Administration	Delivery of office operations and procedures to ensure organisational effectiveness and efficiency. Bookings administration for community halls. Booking administration and responding to enquiries for cemetery interments. Assist colleagues and teams e.g. with communications, promotions, programmes, events, projects, collection moves and community engagement services. Provide prompt, accurate and professional documentation (including documents, spreadsheets, publications & graphics) maintaining strict standards of confidentiality where necessary, and ensuring all documents are saved to the relevant Te Pātaka location as required Coordinate staff events and functions, including room bookings, calendar invites and ordering of catering. Purchase and manage the delivery of furniture, equipment and services as required. Develop and maintain productive and positive relationships with other Council departments. Produce internal communications and distribute to staff as required. Provide admin support for community funding. Any other administration or operational support as may be required by the wider Neighbourhoods and Communities Directorate.
Financial administration	Raising and receipting electronic purchase orders. Ensuring accounts are approved and paid accurately and on time. Comfortable with managing financial processes and reporting techniques. Ensuring financial processes and procedures are adhered to by all staff, providing training when necessary. Identifying areas for improvement to ensure prudent purchasing decisions.

Reporting	Providing reporting and trend analysis across N&C on business activity including collection use, facility use, programme attendance, council transactions, revenue and complaints.
Leadership of Self	Seek to understand how your work contributes to our organisational priorities. Role model Council's culture, values and core capabilities. Proactively look for ways to support our people to be and do their best. Take a 'one council' approach to teamwork. Have awareness of Te Tiriti o Waitangi and how this applies in a Local Government context. Demonstrate and promote the use of reo Māori and other languages and customs in all that you do.
Planning	Understand and contribute to team short term and long-term strategies and plans.
Customer experience	Contribute towards providing positive internal and external customer experiences.
Stakeholder engagement	Build and develop effective relationships, proactively engaging with others in a positive manner.
Navigating change	Be open to changes in the way we work, the tools we use, the way we structure ourselves and the mahi we do in order to continue to meet Council and Community needs. Ask questions and participate positively during times of change, supporting others to do the same.
Continuous Improvement	Collaborate across team, council and with our partners to explore opportunities for continuous improvement. Champion new and innovative ways of thinking. Identify, recommend and aid in the implementation of improvements to existing systems and procedures.
Financial acumen	Protect council's reputation by following policies and making good choices on how to use council owned equipment, vehicles and office supplies.
Risk management	Identify risks and hazards and escalate appropriately.

Emergency Management	Actively contribute to and participate in any training, hazard identification and/or risk management and emergency response activities relevant to the role ie: floods, slips and other weather or natural event preparedness.
Health, safety and wellbeing	Actively participate in health and safety activities to create a safety culture based on continuous improvement. Participate in wellbeing activities. Prioritise health, safety and wellbeing to ensure we have the appropriate resources, skills and support for staff to work safely. You are familiar with our H&S Manuals, Policies and Process and agree to abide by them.

About you

Essential	Experience in a fast-paced office, customer services or IT environment, juggling multiple priorities and managing concurrent deadlines. Microsoft Office skills especially Sharepoint and Excel. Financial management software, ideally TechOne. Proven track record of high-level communication both written and verbal. Using own initiative, making sound judgement calls, exercising discretion, and adhering to strict standards of confidentiality. Experience in managing key stakeholder and interpersonal relationships, internal and external. Current driver's license.
Desired	Experience in leading or managing small projects, research and business case development. Experience using Power BI. Experience in identifying and improving processes and systems. Experience training others in use of software, i.e. CRM, bookings, EPOs, etc.

Key relationships and delegations

Number of people reporting you	0
Total number of people within your delegation	0
Operating budget	$0
Capital budget	$0
Core partnerships	**Internal:** Head of Neighbourhood Hubs & Library Services & the leadership team, all leaders across N&C, Hutt City Council colleagues, especially staff in Finance, People & Capability, Communications & Marketing, Facilities Management, Information Services **External:** Customers, suppliers and contractors

Being a Public Servant in Local Government

The purpose of local government is to enable democratic local decision-making and action by, and on behalf of, communities; and to promote the social, economic, environmental and cultural well-being of communities in the present and for the future.

By choosing to work at Hutt City Council, you're making a commitment to abide by the Local Government Act 2002 and subsequent Amendment Act 2010. For more information on these acts please visit: www.legislation.govt.nz and localcouncils.govt.nz

Te Tiriti o Waitangi

Council affirms Te Tiriti o Waitangi as the founding document of Aotearoa and is committed to ensuring Te Tiriti Principles of partnership, protection and participation underpin activities pursuant to the purpose and objectives of Council as they relate to our working environment.

The responsibilities in this role description may change over time due to the nature of our work and to ensure we continue to meet the needs of our community. You may also be required to perform additional duties from time to time. No significant changes to this role description will be made without consultation and agreement by you.