

Role Description

Title	Site Support Officer
Manager Title	Operations Advisor (Districts) Planning and Performance Manager (Regional Hubs) Director (or senior staff member) when office has a low level of operations people.
Directorate and Group	Regional Operations and Hubs
Band	C
Date	24 July 2025
Approved By	Deputy Director- General, Organisation Support

Public Service

Ka mahitahi mātou o te ratonga tūmatanui hei painga mō ngā tāngata o Aotearoa

I āianeī, ā, hei ngā rā ki tua hoki, he kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a Ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

About DOC

The Department of Conservation Te Papa Atawhai (DOC) serves to protect and restore nature spaces and species across Aotearoa.

At the heart of our success is our strong DOC culture, built on clear values. Our integrity grounds us, our connections take us further together, we empower ourselves and others to do the best work, so we achieve more for nature and New Zealand.

Role purpose

The purpose of this role is to support the Site Lead to help ensure the smooth and safe operation of DOC premises.

General

Employees are required to respond to DOC's changing needs, performing other tasks as reasonably required.

DOC may make reasonable changes to the role in consultation with the role holder.

You are required to maintain a strict sense of personal ethics, maintain confidentiality and privacy, and abide by the Code of Conduct.

Accountabilities

Accountability	Including
Site Operations and Facilities	Coordinate day-to-day site operations including coordination of facilities requests and delivery, fleet, health and safety, and general office management Take a proactive approach to ensuring DOC premises are well managed and fit for purpose. Conduct site inductions for new staff, health and safety checks and escalate concerns appropriately Assist with emergency preparedness and security coordination such as coordination of building safety drills, e.g. fire drills, lockdowns drills Coordinate floor warden training and ensure there are sufficient wardens. Lead coordination of annual ACC safety audits if delegated by the site lead Act as the main site contact for office and facility issues, working with the Property team and contractors to make sure problems are identified and resolved Support safe and functional site operations by coordinating with service providers, managing health and safety inductions, and overseeing onsite maintenance or improvement work Liaise with IT teams to coordinate implementation of improvements and upgrades Assist with office communications to support local implementation of national initiatives. Cash handling (will not be required in future) and banking, EFTPOS, koha requests, and support for other basic financial tasks Maintain records and contribute to local knowledge management. Contribute to the monitoring of 'staff intentions' and radio duty rosters as required Provide staff with system and process knowledge/tips to enable a culture of self-responsibility of administrative requirements Support teams with site induction of volunteers and visitors Provide back up support to other offices as required
Fleet coordination at site	Coordinate fleet management at site to ensure all vehicles are fit for purpose and meet NZ road safety standards and national processes (e.g.

Accountability	Including
	ensure vehicles are taken for scheduled servicing, WOFs and repairs,, vehicles are dropped off/picked up from local suppliers as required; registrations and RUCs are placed correctly, and regular vehicle checks are done at site) Escalate risks and issues and contribute other site specific information to inform decisions on composition of fleet, charging infrastructure and small plant
Collaboration and relationship management	Working collaboratively with teams across DOC and contributing effectively to cross-functional teams Building and maintaining effective relationships with key individuals and groups from relevant sectors and organisations Representing DOC and coordinating initiatives within area of responsibility
Work management and delivery	Delivering on tasks as set out in work plans, performance expectations, and task assignments Identifying critical issues and risks and ensure they are constructively raised and addressed Managing knowledge and information to ensure it is secure, current, and appropriate access protocols are applied Taking all practical steps to ensure your own safety and the safety of others

Capability

Capabilities required	
Specialist skills, knowledge, and qualifications	Experience in office, facility or fleet management and site coordination Familiarity with DOC systems and tools Ability to work independently and manage multiple tasks
Collaboration, relationship building, communication and interpersonal skills	Interacts productively with a wide range of people Seeks and considers other perspectives Works effectively to solve problems, gains trust easily and supports peers Demonstrates and fosters collaboration across teams
Organisation contribution	Provides considered feedback and input to decision making Identifies and suggests opportunities to do things differently Proactively seeks to understand organisational and wider context of role Supports Site lead to implement DOC strategy and culture at place Demonstrates a 'can do' attitude
Delivering results	Plans and organises work to deliver on objectives

Capabilities required	
	High personal and professional standards and accuracy
Treaty Partnership	Understands where the Māori Crown relationship is important to DOC Able to use day-to-day te reo and tikanga at work, e.g. waiata and pepeha Knows to seek advice or support when required

Key working relationships

Internal	External
Site Lead (Operations Manager or equivalent) Operations Advisor and Operations Team Organisation Support teams (Finance, People & Culture, Asset Management, Procurement) Other DOC staff at the site	Contractors and suppliers Local businesses and service providers General public (as required)

You are required to comply with the standard operating requirements of DOC, i.e., you must comply with the financial, health and safety, legal, people and other delegations set out in Standard Operating Procedures, policies, and instructions (refer to the Intranet for further information).