

## POSITION DESCRIPTION

**Position:** City Assist Ambassador

**Team:** Security

**Group:** Community Wellbeing and Services

**Responsible To:** Team Leader – City Assist

**Responsible For:** Nil

**Organisational Context:**



**Tirohanga Whānui - Council's Vision for the Community**

Heretaunga Whenua Houkura, Heretaunga Hapori Ora  
Fertile Land, Prosperous People

## **Kaupapa Mātāmua - Our Organisational Mission**

E mahi ngātahi ana hei painga mō te iwi me te kāinga, i tēnei rā, āpōpō hoki  
Working for our people and our place, today and tomorrow

## **Ngā Uara – Our Values**

### **Te Mahi Tahi - Working Together**

- We work collaboratively
- We are flexible and creative
- We celebrate our successes and have fun

### **Mana Tangata - Respecting Others**

- We are inclusive
- We are honest and reliable
- We act with integrity and professionalism

### **Te Whakaaweawe - Making a Difference**

- We strive for excellence
- We are all accountable
- We serve our community with pride

### **Oranga Tangata - Supporting Wellbeing**

- We encourage life balance
- We care for our work whanau
- We bring a positive attitude

## **Working effectively with Māori**

Hastings District Council aspires to a kaitiakitanga conducted in good faith at all times with respect to the aspirations and expectations of Maori. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

## **Context**

Our vision for the Hastings District represents the foundations of our community: land and people. We are focused on protecting and enhancing our fertile land and the life-giving waters which support it, and helping the people of this place to fulfil their aspirations and prosper together.

Across the local government Community Wellbeing's, we are seeking:

- Economic - a sufficient and supportive economy
- Environmental - a healthy environment and people
- Social – a safe and inclusive place
- Cultural – a vibrant place to live, play and visit.

The Hastings District Council organisation emphasises capabilities such as working together, a can-do attitude, a spirit of service, enabling, community engagement and partnership development alongside traditionally valued technical and management skills and capabilities. Excellence in performance from the organisation as a whole and from individuals is needed.

## Purpose of Position

**This role is part of the Community Wellbeing and Services group.**

The purpose of this position is to ensure the Hastings CBD, Flaxmere Village and Havelock North are places that will attract and grow businesses and consumers who are in turn attracted to quality physical environments by:

- Promoting Hastings, Flaxmere and Havelock North as safe and vibrant environments
- Ensuring prevention and determent of anti-social behaviour and crime
- Building and maintaining relationships with key partners and support agencies

### Other

- We all have responsibility for Health and Safety, therefore the staff member in this role shall:
  - Ensure compliance with the provisions of the Health and Safety at Work Act 2015, and all applicable regulations, Codes of Practice, standards and guidelines.
  - Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation.
  - Promptly and accurately report and record any workplace injuries and incidents.
- Civil defence activities as required. Local government is responsible for looking after communities in the event of a Civil Defence situation. This means that once you have ensured the safety of your family and property, you may need to assist with civil defence or critical incident management.
- Council has a Staff Policy & Information Manual which includes a Code of Conduct – staff are expected to comply, along with all other organisational policies and procedures.
- Such other duties as may be allocated by the manager from time to time.

## Key work areas for which this position will have a lead responsibility are:

### General

Promoting Hastings as a safe and vibrant environment by:

- Providing an ambassadorial role through a highly visible presence. Primarily by way of foot patrols in the Hastings, Flaxmere and Havelock North retail centres, supported on occasion with the use of the City Assist branded vehicle.
- Engaging with the public, business owners and other users of the retail centres and other public spaces.
- Providing visitor information and assistance to those that need it.
- Working in a professional, compassionate, empathetic and respectful way to help understand others so that their needs can be adequately assessed.

Ensuring prevention and determent of anti-social behaviour and crime by:

- Proactively promoting an expectation of positive behaviour
- Observing and reporting suspicious activity
- Attending regular meetings with Police and other agencies to help keep up to date with crime trends and problem areas that need attention.
- Focusing patrols on areas that are subject to high levels of crime and anti-social behaviour.
- Understand and apply council's bylaws and policies using a graduated and positive response.

### Relationships

Building and maintaining relationships with key partners and support agencies:

- Working collaboratively with other council teams, Police and support agencies to share information and achieve positive results.
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### Important Functional Relationships

#### External

NZ Police  
CBD Business owners  
CBD Staff/Loss Prevention  
Officers  
Community Service providers  
NGO Providers  
General Public  
Security Patrols  
Govt. Depts.

#### Internal

Security Manager  
City Assist Teammates  
CCTV staff  
Kaitiaki  
Skate Park Guardians  
Parking Team  
Customer Service staff  
Other HDC Staff

#### Committees/Groups

## **Person Specification**

### **Qualifications**

**Enrolled in and/or currently undertaking or willing to undertake learning in:**

- Current Drivers Licence
- Experience in dealing with youth and youth development

### **Knowledge/Experience**

- Excellent communication skills when dealing with the public
- Ability to communicate with children and youth
- Previous experience in dealing with youth offending
- Ability to work as part of a team
- Proven customer service ethic

### **Key Personal Competencies**

- Must be physically fit
- Ability to professionally deal with conflict
- Demonstrate ability to fit into a diverse team culture
- The ability to communicate precisely and effectively both in writing and verbally
- High level of integrity and strong work ethics
- Be thorough, accurate and timely
- Ability to work under pressure
- Able to work under minimal supervision and display sound judgment and tact
- Able to demonstrate a well-organised approach to work with proven ability to consistently achieve deadlines

### **Personal Attributes**

- Leadership
- Mature, even-tempered and cooperative nature
- Able to take the initiative
- Good sense of humour
- Have pride in personal appearance and attire