



POSITION DESCRIPTION

Position: Community Liaison Officer

Team: Programme Delivery Office

Group: Infrastructure

Responsible To: Programme Controls Manager

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 Māori. 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 Wellbeings, 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 Infrastructure Group. The Group includes 3 Waters, Transportation, Programme Delivery, Asset Management Business Support and a professional services panel of consultants.

The purpose of this position is to support delivery of Cyclone Recovery and BAU projects within the Infrastructure Group by coordinating engagement, and community liaison to support the delivery of the programme of works to meet the needs of Council and deliver on community outcomes.

The Capital Programme is broad and multi-disciplinary and this position is key to ensuring alignment of a range of workstreams cutting across various entities involved predominantly in the Hawkes Bay's recovery following Cyclone Gabrielle. The role support all four community wellbeings – social, cultural, environmental and economic.

The Community Liaison Officer will support project delivery through proactive, constructive and timely connection and consultation with both internal and external stakeholders, including members of the community, to ensure that key project information is relevant and accessible, that it reaches the right people, and that both formal and informal discussion and feedback opportunities are appropriately managed.

The position will collaborate with the Marketing, Communications & Engagement Group to ensure alignment with Council wide Marketing, Communications & Engagement programmes, the role will fall within the engagement function in the Programme Delivery Office. Key to engagement includes our role engaging with our mana whenua partners, and this role will work closely with Pou Hononga to enable meaningful Te Tiriti partner relationships.

The Community Liaison Officer will also support project delivery through desktop and on the ground research, fact finding, and community feedback as required to satisfy the information needs of each project. They will manage internal information (digital) filing and retrieval, will coordinate the collation of key information for routine project and stakeholder updates, and will have responsibility for the timely issuing of these updates. They will collaborate with the Marketing, Communications & Engagement group to ensure alignment with Council wide programmes.

In addition to their broader responsibilities the Community Liaison Officer will also provide administrative, information management, stakeholder coordination and other support as required.

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 and Incident & Emergency 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 an Employee Handbook 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 responsibility are:

- Stakeholder Engagement
 - Deliver quality customer service as part of a team to external and internal customers and achieve specified performance standards.
 - Assist the Programme and Project Managers with the coordination and delivery of projects within the Transportation Cyclone Recovery, Transportation BAU and 3 Waters Programme(s).
 - Lead a coordinated programme of proactive, constructive and timely engagement and consultation with both internal and external stakeholders, including members of the community, to ensure that key project information is relevant and accessible, that it reaches the right people, and that both formal and informal discussion and feedback opportunities are appropriately managed.
 - Prepare and advise on communications plans, press releases, and educational materials for projects. This includes working in conjunction with the communications manager and communications team on communication materials.
 - Ensure that project communications are timely, effective and to a professional standard.
 - Manage event logistics and group administration for project work with stakeholders and provide secretarial support to groups as required.
 - Coordinate and further develop existing stakeholder databases.
 - Commitment to the principles of the Treaty of Waitangi.
- Communication and Engagement Project Management Assistance
 - Assist Programme and Project Managers with the coordination and delivery of projects.
 - Assist, as required, with investigations, data collection and research, systems development, and report writing, to provide advice on Transportation Cyclone Recovery and other Programme(s).
 - Manage internal information (digital) filing and retrieval for Transportation Cyclone Recovery and other Programme(s)..
 - Coordinate the collation of key information for routine project and stakeholder updates and support with content drafting.
 - Contribute to and oversee the implementation of project specific Communication and Engagement Plans.

- Work alongside and support Pou Hononga with mana whenua engagement and coordination.
- Manage contract documentation and procurement processes as required.
- Provide general logistical and administrative support to ensure smooth programme and project delivery as required.

Important Functional Relationships

<u>External</u>	<u>Internal</u>	<u>Committees/Groups</u>
General Public	Mayor	Strategy and Policy Committee
Developers	Councillors	Operations and Monitoring Committee
Consultants	Chief Executive	
Contractors	Group Managers	
Key stakeholders including, community groups and representatives, land owners and iwi	All other Council Staff	
Road Controlling Authorities (RCA'S)		
Planners		
Utility Companies		
NZ Transport Agency		
Hawke's Bay Regional Council		
Hawkes Bay Recovery Teams		
Government Departments		

Person Specification

Qualifications

- Minimum - Relevant Diploma (Level 5) in a relevant field
- Desired - Bachelor's degree in a relevant field e.g. communications, planning or public administration

Knowledge/Experience

- Number of years experience required for this role: 3 to 5 years
- Previous experience in managing engagement on multiple projects and/or experience in working with multiple stakeholders delivering projects.
- Strong verbal and written communication skills to be able to communicate effectively and confidently with a wide range of people.
- Strong interpersonal skills to be able to develop relationships with a wide range of people, internally and externally, including members of the public.
- Ability to work well as part of a team, yet also conscientiously work unsupervised.

- Strategic thinking and critical analysis skills with confidence and ability to show initiative and make good decisions.
- Competent technology use and a willingness to learn new skills.
- Proficiency with MS Office toolset (Word, Excel and PowerPoint).
- Canva, and Mailchimp experience (desired)
- Experience working in Local Government or other public sector agency
- Knowledge of NZS4404, Resource Management Act 1991, Local Government Act's 1974 and 2002, Building Act 2004, Building Code and other relevant legislation.
- Have a current full driver's license.

Key Personal Competencies

- Stakeholder engagement and comfortable engaging with diverse audiences.
- Ability to manage projects and multiple tasks
- Communications and storytelling/ capture
- Community development or placemaking
- Technical experience – planning or engineering/ infrastructure related
- Strong written and report writing skills
- Solid organisational skills with the ability to work autonomously and with attention to detail.
- A flexible approach to change and a desire to embrace the opportunities arising from a dynamic work environment.

Personal Attributes

- High level of honesty, integrity, confidentiality and a trustworthy manner.
- Willingness and openness to hear new opinions and try new solutions.
- Commitment to a high standard of performance, integrity, honesty and trustworthiness.
- Professional in approach, accept accountability for self and the teams decisions.
- Able to organise work efficiently and effectively to a high standard.
- Strategic perspective.
- Team oriented, able to delegate, lead in a co-operative manner.
- Diplomacy and tact.
- Sound social/technical judgement.
- Well presented.
- When necessary required to work outside normal hours.