

## POSITION DESCRIPTION

**Position:** Kaitiaki

**Team:** Security

**Group:** Community Wellbeing & Services

**Responsible To:** Team Leader – Kaitiaki

**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 Community Wellbeing and Services Group. The Group includes Aquatics and Splash Planet, Hastings Sports Centre, Camberley Community Centre, Flaxmere Community Centre, Hastings District Libraries, Te Whare Waiaroha, Security, Senior Housing, Community Development, Youth Development, Community Safety, Welcoming Communities, Community Grants, Hastings City Art Gallery and Toitoti.**

The purpose of this position is to ensure the Hastings Library, Flaxmere Community Centre and other Council facilities are places that are safe and welcoming for our staff and everyone who visits them by:

- Promoting our facilities as safe and vibrant environments
- Ensuring prevention and determent of anti-social behaviour and crime
- Building and maintaining relationships with facility staff and any relevant 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 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:**

### **General**

Promoting Hastings as a safe and vibrant environment by:

- Providing an ambassadorial role through a highly visible presence.
- Engaging with all users of the Hastings Library and Flaxmere Community Centre (and other facilities as required).
- Undertaking foot patrols of the areas surrounding the Council facility to encourage sense of community between the facility and the adjacent businesses, public spaces, etc.
- 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.
- Focusing any foot patrols on surrounding areas to times that coincide with any reports 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:

- Developing close working relationship with facility team leaders and staff.
- Working collaboratively with other council teams, Police and support agencies to share information and achieve positive results.

## Important Functional Relationships

### External

NZ Police  
Relevant Business owners in  
area  
Community Service providers  
NGO Providers  
General Public  
Security Patrols  
Govt. Depts.

### Internal

Security Manager  
Facility Managers  
Facility staff  
Kaitiaki Teammates  
CCTV staff  
City Assist  
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