

Tūranga Mahi / Position Description: *Programme Manager – IAF Stormwater Programme*

Nāu te rourou, nāku te rourou ka ora ai te iwi

With your basket of knowledge, and my basket of knowledge, all will be well

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 70,000 residents, and visitors numbering in the millions. We are determined to be among the best councils in New Zealand and are committed to continually improve the service provided to our customers, both external and internal.

Our people are central to achieving Council's Priorities and providing high quality community services that offer best value for money. And we are committed to building a high performing culture based on our **core values** of being *innovative, helpful, respectful, engaging and inspiring*. In addition to our values, there are **core competencies** required of all Council staff, being:

- *Performance Orientation*: A high performer consistently delivering performance outcomes
- *Solutions Focused*: Committed to customer-centred continuous improvement
- *Teamwork*: Contributes effectively within a team providing leadership where appropriate
- *Relationships*: Well-developed interpersonal, and relationship engagement and management skills
- *Collaboration*: Works collaboratively across teams and functions within a matrix organisation
- *Accountability*: Willingly takes accountability and engage in problem solving
- *Te Ao Maori*: Proficiency in te reo Māori me ōna tikanga appropriate to their role¹.

Rotorua is in the heart of the Te Arawa region. 40% of the population are Māori. Being a bicultural city provides a foundation for us to recognise and celebrate our increasing diversity which enriches us as individuals and as a multi-cultural community.

Our top priority is to ensure the health, safety and wellbeing of our people at work. We want you to go home healthy and safe each day. Safety is everyone's job – all of our staff have a shared responsibility to manage our work environments to prevent harm, and to actively engage with health and safety initiatives and procedures. Managers are responsible for the health, safety and wellbeing of the areas and people under their leadership.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM) within the District. This responsibility extends to all staff, who may be called upon to undertake CDEM roles in addition to their position specific responsibilities.

We are one team. To be successful, it is important that all staff are aligned to and actively support the organisation's direction, working collaboratively, and actively participating in activities and initiatives to advance the organisation e.g. activities to build bicultural capability, improve health and safety, or promote diversity.

The following pages provide the requirements of your specific position. In addition to these, you are also expected to be proactive in knowing and following Council policies and procedures.

¹ This is informed by our Bicultural Competency Framework, and staff are actively supported in gaining competency.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION

MAHI - POSITION:	Programme Manager - IAF Stormwater Programme
RANGATIRA - REPORTS TO:	Capital Delivery Manager
KĀHUI - GROUP:	Organisational Performance & Innovation
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	<p>The Programme Manager will oversee the planning, execution, and delivery of the stormwater infrastructure projects, ensuring alignment with strategic goals. This role includes managing Project Manager responsible for multiple interdependent projects within the Western and Central areas of Rotorua, coordinating resources, managing risks, and ensuring timely delivery of housing outcomes.</p> <p>The Programme Manager will be responsible for ensuring that all elements of the programme are integrated and aligned with key stakeholders' expectations. This involves developing and managing the programme plan, coordinating between projects, managing risks and issues, and reporting to the Programme Sponsor.</p> <p>The Programme Manager will ensure the alignment of the programme with organisational goals and maintain transparency and accountability throughout the project lifecycle.</p>
NGĀ WHAKARITENGA - DELEGATIONS	<ul style="list-style-type: none"> • Authority Level: The Programme Manager has the authority to make decisions within the scope of the programme plan and budget as approved by the Programme Sponsor. • Direct reports: 2 x Senior Project Managers • Budget Management: Oversee and manage the programme budget, ensuring expenditure aligns with the approved financial plan. • Resource Allocation: Authorise the allocation of resources within the programme, ensuring efficient and effective use. • Contract Management: Approve minor contract variations and manage key supplier relationships, escalating major variations to the Programme Sponsor.
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	<ul style="list-style-type: none"> • Mayor and Elected Members • Te Tatau o te Arawa • CE's Group • Manahauatu Te Arawa Partnership • Destination Development • Organisational Performance & Innovation • Infrastructure & Assets • Chief Financial Officer • People & Culture • Community Experience

<p>HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External</p>	<ul style="list-style-type: none">• Council stakeholders• Contracted service providers• Technical professionals in your field• Consultants and Contractors• Auditors• Local Iwi groups• Neighbouring local authorities• Mayor and Elected Councillors• Central Government Departments (in particular; Kainga Ora, NZ Transport Agency, Ministry of Housing and Urban Development)• Local Government New Zealand (LGNZ)• Media and professional groups• Regional Council• Chamber of Commerce• Te Arawa Entities• Rotorua Community & Partnership• Police• Māori Wardens• Neighbourhood support
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**NGĀ MAHI MATUA -
KEY ACCOUNTABILITIES:**

Programme Management

- Develop and maintain a detailed programme plan, including timelines, milestones, and deliverables for all related stormwater and housing projects.
- Oversee the integration of infrastructure and housing development projects to ensure alignment with the broader strategic objectives.
- Ensure effective resource allocation across projects and manage the programme's financial budget.
- Monitor and report on project performance, ensuring all governance protocols are adhered to.

Risk and Issue Management

- Identify, assess, and manage risks and issues associated with the programme.
- Develop and implement mitigation strategies, adjusting the programme as required to address challenges.
- Report on significant risks and issues to the Programme Sponsor and recommend solutions.

Stakeholder and Relationship Management

- Build and maintain strong relationships with key stakeholders, including iwi, central and local government, and developers.
- Develop a comprehensive stakeholder engagement plan and ensure stakeholder needs are met.
- Act as a key point of contact for developers, providing transparency and timely information about programme progress.

Financial and Contract Management

- Manage the programme's budget, ensuring all costs align with the approved financial plans.
- Oversee the contract management process, including the performance of suppliers and contractors.
- Ensure effective resolution of contract issues and escalate where necessary.

Operational Integration and Quality Assurance

- Ensure that all infrastructure and housing outputs are delivered to meet required standards and timelines.
- Develop operational readiness plans to transition programme outputs into business as usual (BAU).
- Conduct regular quality reviews and audits to ensure programme deliverables meet the agreed-upon quality standards.

Governance and Reporting

- Provide regular updates and reports to the Programme Sponsor and Governance Group.
- Ensure that all governance frameworks and protocols are followed throughout the lifecycle of the programme.

NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional responsibilities in the course of your employment that are consistent with the purpose of your employment.

There will also be the annual delivery of agreed KPIs.

TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

<p>NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)</p>	<p>Required</p> <ul style="list-style-type: none"> • Bachelor's degree, ideally in; business, Project, Programme, Portfolio Management or related field. • 10+ years' experience managing large or complex programmes, particularly those involving infrastructure, housing, or local government. • Sound practical technical knowledge of stormwater infrastructure projects and their impact on housing development. • Proven experience in delivering large scale programmes involving construction, business operations and business change initiatives. • Demonstrated experience managing externally funded government programmes • Proven record of contract supervision in relation to contractors and professional services. • Minimum of 5yrs managing Programmes in a large organisation. • Track record of reporting to senior stakeholders. • Formal PPM training and certification e.g. MoP, MSP, Prince2, PMP, Agile. <p>Desirable</p> <ul style="list-style-type: none"> • Private, local and/or central government experience in a similar role. • Proven experience and/or qualification in Change Management.
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<p>NGĀ PŪKENGĀ - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</p>	<p>Competencies</p> <ul style="list-style-type: none"> • Demonstrates strong leadership skills, capable of guiding and motivating a diverse team. • Leads by example and fosters a positive and collaborative working environment. • Expert in developing, managing, and executing comprehensive programme plans. • Skilled in coordinating multiple projects and ensuring alignment with strategic goals. • Proficient in engaging and communicating with a wide range of stakeholders, including internal teams, external partners, and community groups. • Demonstrates the ability to build and maintain effective relationships. • Adept at identifying, assessing, and managing risks and issues. • Develops and implements effective mitigation strategies. • Strong capability in managing budgets, monitoring financial performance, and ensuring resource allocation aligns with financial plans. • Proficient in financial reporting and variance analysis. • Skilled in overseeing contract management processes and ensuring contracts are well-designed and aligned with project objectives. • Effectively manages supplier relationships and addresses contract-related issues. • Knowledgeable in developing and implementing quality assurance plans. • Conducts regular quality reviews and audits to ensure deliverables meet required standards. • Experienced in developing and implementing change management plans. • Facilitates smooth transitions and adoption of new processes and practices. • Excellent communication skills, both written and verbal. • Capable of clearly conveying complex information to various audiences. • Strong analytical and problem-solving abilities. • Effectively addresses challenges and makes informed decisions. <p>Attributes</p> <ul style="list-style-type: none"> • Flexible and able to adapt to changing circumstances and project requirements. • Integrity. • Maintains high ethical standards and demonstrates honesty and transparency in all actions. • Pays close attention to detail, ensuring accuracy and thoroughness in all aspects of work. • Takes initiative and is proactive in identifying opportunities for improvement and addressing issues promptly. • Demonstrates resilience and the ability to remain calm and focused under pressure. • Works well in a team environment, valuing collaboration and mutual support. • Possesses a clear vision for the programme and inspires others to work towards achieving it.
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<p>NGĀ UARATANGA - VALUES:</p>	<p style="text-align: center;">Tatou Tatou – We Together Kotahi Tatou – One Community – One Team</p> <p>WHY WE DO IT..... We believe in empowering our people and providing them with the tools to create value and make a positive difference in their lives and the lives of others</p> <p>HOW WE DO IT..... We do this by working in partnership, making it simple and solutions focused</p> <p>WHAT WE DO..... We provide quality services for our community and people to prosper</p> <p>OUR CORE VALUES – PEOPLE FIRST</p> <p>RESPECTFUL: Integrity, Listening, Pride, Honesty, Empathy, Understanding, Considerate</p> <p>HELPFUL: Approachable, Supportive, Collaborate, Go the extra mile, Proactive, Friendly, Caring, Guiding</p> <p>ENGAGING: Communication, Connectivity, Partnership, Working Together, Inclusive, Supportive, Responsive</p> <p>INSPIRING: Make a difference, Motivated, Take people with you, Encourage, Have pride in your work, Be proactive, Energised</p> <p>INNOVATIVE: Find solutions, Progressive, Continuous improvement, Empowered</p> <p>BICULTURAL: Willingness to learn and understand the Māori worldview, consideration, leading by example, sharing experiences</p>
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