

Tūranga Mahi / Position Description:

Kaihoe Kaitiaki Tāone / Safe City Guardian

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 78,000 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:	Kaihoe Kaitiaki Tāone - Safe City Guardian
RANGATIRA - REPORTS TO:	Inner City Safety Manager
KĀHUI - GROUP:	Community & Regulatory Services
TAUNGA MAHI - LOCATION:	Inner City Community Safety Hub, 1161 Hinemoa St, Rotorua
PŪTAKE - POSITION PURPOSE:	Promoting community sense of safety within the Rotorua City centre. Leveraging good working relationships and collaboration to provide visibility, responsiveness and manaakitanga to our community and visitors.
NGĀ WHAKARITENGA - DELEGATIONS	Direct reports: <ul style="list-style-type: none"> No direct reports No budget responsibilities
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	<ul style="list-style-type: none"> Infrastructure & Assets Regulatory and Licencing People & Culture Community Experience
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External	<ul style="list-style-type: none"> Rotorua Community & Partnership Police Māori Wardens Neighbourhood support Non-government organisations Local Businesses
NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:	<ul style="list-style-type: none"> Provide a friendly and helpful service to enhance inner city experience. Work out of the inner city community safety hub to foster a positive reputation for Rotorua, the Safe City Guardian Service and Rotorua Lakes Council, by ensuring that all public interactions are carried out in accordance with Council's Values. Be visible and actively engage with the community and business sector members on a daily basis. Monitor and enforce compliance with local bylaws. Report illegal activity to police. Participate in regular inter-service briefings and communication meetings. Be alert and monitor through observation and other surveillance equipment behaviours that may compromise safety in public spaces. Take measures to minimise harm or risk to public. Follow council procedures to monitor, identify and report damage and/or visual condition (eg. Graffiti, litter and spillages) to public assets (eg. footpaths, roads, street furniture and other facilities) in a timely and accurate manner. Monitor safety and security of bus stops and bus routes. Prevent and/or de-escalate anti-social behaviour and escalate when necessary. Maintain collaborative and respectful working relationships with emergency services and key partners (eg. Police, Māori Wardens, contracted security, ambulance, fire, neighbourhood support etc.). Assist vulnerable people as appropriate and make referrals to relevant social service providers. Clearly identify when urgent/emergency escalations to Police, Fire or Ambulance are needed and follow up as appropriate.

- Provide effective communications and support to emergency services during emergency situations and/or crowd control.
- Follow RLC safety procedures to provide accurate written records to assist with identifying and resolving emerging trends/issues and reporting.
- Actively support CCTV monitoring operations by providing an efficient operational response/linkage in conjunction with key partners.
- Ensure effective communication with supervisor and other internal customers.
- Actively contribute to improving Community Safety and perceptions of safety through the provision of constructive feedback and action.
- Develop and maintain a flexible and agile approach to problem solving and working across teams to achieve shared objectives.
- Actively develop linkages and professional relationships that facilitate the success of Council's Community Safety Strategy and Plan.
- Foster a team culture of safety, respect, integrity and accountability.
- Assist in delivering important inner city messaging to businesses.

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

There will also be the annual delivery of agreed KPIs.

TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

**NGĀ MAHI MATUA -
FORMAL
QUALIFICATIONS:
(Ngā matau ā-wheako
rānei - Or experience
recognised as
equivalent)**

Required

- A clear Police record and Drug & Alcohol test is required and is to be maintained.
- Proven ability to use and adapt to technology (for data recording and customer enquiries).
- Proven conflict resolution skills.
- A clean full NZ Drivers Licence.

Desirable

- Proven experience working in a challenging and demanding customer focused environment.
- Previous experience public facing regulatory/compliance or community safety .
- Sound knowledge of the geographic layout of the CBD, Reserves and surrounds in the Rotorua District.

**NGĀ PŪKENGA -
POSITION SPECIFIC
COMPETENCIES AND
ATTRIBUTES**

- Ability to work a 'shift' roster comprising 5 working days over a 7 day period (including weekends) anywhere between 0700hrs and 2300hrs.
- Due to the physical nature of the role, the Safe City Guardian will be able to withstand long periods of time on their feet, work outdoors in all weather conditions, as well as sit at a computer where required.
- Sound knowledge of the geographic layout of the CBD, Reserves and surrounds in the Rotorua District.
- Excellent relationship engagement skills and the ability to influence others.
- Highly effective and accurate reporting and data recording skills, effective verbal communicator, and highly developed interpersonal skills.
- Able to express complex matters with simplicity and clarity, resolving conflict and managing confrontation and provocation with professional integrity.
- Proven ability to prioritise, adapt and deal effectively with changing trends and requirements. Well organised and self-motivated.
- Ability to work independently as well as collaboratively as part of a team
- Maintain an approach of honesty, integrity, fairness and respect in the day to day delivery of the role.

	<ul style="list-style-type: none"> • Ability to develop and sustain effective relationships with core in-house employees and Consultancy Partner/s as appropriate to the role. • Holds or willing to obtain a current first aid certificate.
NGĀ UARATANGA - VALUES:	<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>