

# Tūranga Mahi / Position Description: *Kaiwhakatere Te Amorangi – Manager Te Amorangi*

***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 Māori:** Proficiency in te reo Māori me ōna tikanga appropriate to their role<sup>1</sup>.

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.

## TE ĀHUA O TE MAHI - POSITION SPECIFICATION

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

<b>MAHI - POSITION:</b>	Kaiwhakatere Te Amorangi
<b>RANGATIRA - REPORTS TO:</b>	Manahautu Te Arawa Hourua
<b>KĀHUI - GROUP:</b>	Te Amorangi
<b>TAUNGA MAHI - LOCATION:</b>	Civic Centre
<b>PŪTAKE - POSITION PURPOSE:</b>	<p>The Manager will lead Te Amorangi, ensuring Rotorua Lakes Council fulfils its relationship obligations and responsibilities to iwi, hapū, and whānau. This role focuses on strengthening meaningful connections, embedding Te Ao Māori into Council systems, and driving the implementation of Te Hiwi o Toroa (Cultural Competency Strategy).</p> <p>With expertise in policy and strategy, the Manager will address risks, meet statutory obligations, and cultivate a collaborative, respectful culture. Through the Te Amorangi Business Partnering approach, they will advance Māori outcomes and manage strategic relationships by shaping policies and programs that advance positive change.</p> <p>Leading a small team, the Manager will oversee the Māori Relationship function, ensuring operational delivery aligns with Council objectives, regulatory standards, and Māori values.</p>
<b>NGĀ WHAKARITENGA - DELEGATIONS</b>	<p>Direct reports:</p> <ul style="list-style-type: none"> <li>• Kaitohu Whakahono Te Arawa x 2</li> <li>• Pukenga Matauranga Maori</li> </ul>
<b>HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal</b>	<ul style="list-style-type: none"> <li>• Mayor and Elected Members</li> <li>• Executive Leadership</li> <li>• Te Tatau o te Arawa</li> <li>• Manahautū Te Arawa Partnership</li> <li>• Organisational Performance &amp; Innovation</li> <li>• Infrastructure &amp; Assets</li> <li>• Destination Development</li> <li>• Chief Financial Officer</li> <li>• People &amp; Culture</li> <li>• Community Experience</li> </ul>

<p><b>HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External</b></p>	<ul style="list-style-type: none"> <li>• Iwi and Hapu</li> <li>• Council stakeholders</li> <li>• Contracted service providers</li> <li>• Consultants and Contractors</li> <li>• Auditors</li> <li>• Neighbouring local authorities</li> <li>• Mayor and Elected Councillors</li> <li>• Local Government New Zealand (LGNZ)</li> <li>• Taituara</li> <li>• Te Maruata</li> <li>• Central Government; DIA, TPK, Te Tari Whakatau, MOJ</li> <li>• Media and professional groups</li> <li>• Regional Council</li> <li>• Chamber of Commerce</li> <li>• Rotorua Community &amp; Partnership</li> <li>• Police</li> </ul>
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<p><b>NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:</b></p>	<p><b>Strategic Leadership</b></p> <ul style="list-style-type: none"> <li>• Lead the development and execution of Te Amorangi's strategic priorities, ensuring alignment with RLC's vision, values, and legislative obligations.</li> <li>• Champion the Māori Relationship Strategy, embedding cultural competency and engagement across all council operations to deliver long-term outcomes for iwi, hapū, and whānau.</li> <li>• Act as a trusted advisor to Elected Members, the Executive, and senior staff, providing expert insights on Māori engagement and influencing strategic decision-making.</li> </ul> <p><b>Negotiation and Conflict resolution</b></p> <ul style="list-style-type: none"> <li>• Demonstrates well-developed mediation, persuasion and negotiation skills to address complex and often contentious issues, ensuring effective resolution of differences that may have significant implications for the organisation.</li> <li>• Confidently navigates situations involving political risk or sensitive matters by advocating on behalf of the organisation in challenging forums and fostering constructive outcomes.</li> <li>• Exercises sound decision-making and problem solving abilities to analyse critical information, apply good judgement and take accountability for achieving successful resolutions in collaboration with iwi and hapu.</li> </ul> <p><b>Development</b></p> <ul style="list-style-type: none"> <li>• Drive policy evaluations, identifying opportunities for improvement that reflect RLC's commitment to enhancing relationships and outcomes with iwi, hapū, and whānau.</li> <li>• Oversee the development of innovative policy solutions and frameworks that achieve equitable outcomes for Māori communities.</li> <li>• Prepare comprehensive reports, position papers, and submissions, ensuring Māori considerations are central to policy development and legislative frameworks.</li> </ul> <p><b>Relationship Management</b></p> <ul style="list-style-type: none"> <li>• Provide strategic leadership using advocacy, persuasion and negotiation to cultivate and strengthen partnerships with iwi, hapū, and whānau, ensuring a collaborative and goal-aligned approach to advancing shared aspirations.</li> <li>• Oversee the design, implementation, and continual improvement of RLC's engagement frameworks, including relationship protocols, statutory obligations, Memorandums of Understanding, and iwi partnership agreements. Ensure these frameworks remain effective and aligned with strategic priorities.</li> <li>• Advocate, lead and monitor the management of relationship protocols and engagement strategies with Iwi PSGEs and land</li> </ul>
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trusts, ensuring teams deliver on commitments and foster sustainable collaboration.

- Guide and support the interface between RLC and TTOTA for the Te Arawa 2050 Vision Komiti, providing leadership on action planning, governance alignment, and reporting mechanisms.
- Drive the execution of RLC's Māori Relationship Strategy, setting strategic direction, approving workplans, and ensuring robust reporting on measurable outcomes.
- Provide high-level advice on statutory compliance and governance alignment under the Local Government Act, RMA, and other planning instruments, empowering teams to effectively engage with iwi, hapū, and whānau. Facilitate collaboration between RLC and legal advisors to uphold obligations.

### **Operational Excellence**

- Drive the delivery of Te Amorangi outcomes, ensuring all workstreams align with business partnering principles and deliver measurable results for Māori communities, whilst creating positive change at RLC.
- Manage the compliance and integration of RLC Maori relationship responsibilities and obligations; legislative responsibilities under the Local Government Act, RMA, Te Titiri Settlements and related instruments, ensuring adherence and operational effectiveness
- Oversee and optimize financial management, including budgeting, contract negotiations, and reporting, ensuring alignment with organizational priorities

### **Organisational Cultural Competency**

- Advocate and Lead the implementation of Te Hiwi o Toroa – RLC's Cultural Competency Framework by providing strategic oversight and direction.
- Develop training initiatives through TAU to mitigate risks to iwi and hapū relationships and foster a proactive approach to supporting Māori aspirations.

### **People Leadership**

- Inspire and lead the Te Amorangi Unit, building a high-performing, collaborative, and culturally connected team.
- Implement robust performance management and professional development processes to build capability and drive team success.
- Cultivate a workplace culture of inclusivity, mentorship, and professional growth for TAU and RLC Maori Staff

### **Governance and Reporting**

- Oversee the preparation and delivery of reporting to RLC's Executive and Elected Members, ensuring the impact on Iwi and Hapu is represented.
- Identify Risk and act on strategic matters relevant to TAU, ensuring advice is provided in a timely manner to support the development of strategic plans and strategies. Concerns, opportunities and / or risks are elevated to Elected Members, Executive and Staff on matters regarding Iwi, hapu and whanau
- Facilitate the interface between RLC and governance structures such as Te Arawa 2050 Vision Komiti, ensuring alignment with Māori aspirations and effective delivery of shared objectives.

#### **Strategic Project Oversight**

- Advocate and Lead cross-council projects, specific to TAU outcomes and high-priority initiatives, integrating Māori perspectives to achieve strategic outcomes.
- Manage contractors and consultants to deliver high-quality services that maximize benefits for Rotorua's communities

*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**

- Leadership and Management experience
- Minimum 5yrs experience in Local Government - Maori relationships.
- Track record in delivering outcomes for Whanau, hapu and iwi
- Existing relationships with Iwi and Hapu within Rotorua District
- Comprehensive understanding of Local Government Legal obligations with Maori; RMA, LG act, Planning mechanisms
- Competency in Te reo me ona Tikanga
- Relevant Tertiary Degree Law or Business Development

#### **Desirable**

- Project Management
- Policy; Analysis, drafting and review

<p><b>NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</b></p>	<p>Competent in Te Reo me ona Tikanga, excellent written and verbal communicator with the ability to confidently articulate concepts in Te Reo and English and interact with Iwi and Hapū in the settings of Local Government. - ability to apply in the settings of Local Government and when interacting with Iwi and Hapū at place.</p> <ul style="list-style-type: none"> <li>- A thorough understanding of Local Government legalisitive and relationship responsibilities under Te Tiriti o Waitangi and RMA and LGA.</li> <li>- Proven track record in providing technical advice on Settlement Legislation, relationship Protocols and Partnership arrangements in a Local Government setting. Working closely with Legal council and advisory.</li> <li>- Able to drive and influence decisions confidently with highly developed interpersonal and communication skills, respects others and maintains confidentiality, strong team player, flexible and willing to support others.</li> <li>- .</li> <li>- Well-developed staff and team management skills and experience. Lead scheduling and planning for business partnering and internal change programs.</li> <li>- Advise on the development and review of polices and initiatives to ensure they reflect our commitments to whanau, hapu and iwi. Mai</li> <li>- Ability to lead and support the professional development of Maori Staff</li> <li>- Guide and implement organisational change, including defining outcomes and developing initiatives that place the Customer at the centre.</li> <li>- Provide guidance to build the organisation cultural competency, to staff and elected members, promoting cultural awareness and competency within the organization.</li> <li>- Develop and implement strategies to enhance the Council engagement and relationships with Mana Whenua in the District. Cultivate and foster the organisations commitment to deliver on Mana Whenua / Tangata Whenua aspirations with initiatives and mitigations.</li> </ul> <p>Lead the Te Amorangi unit successfully, whilst supporting the Executive and Business partnering across the organisation.</p>
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<p><b>NGĀ UARATANGA - VALUES:</b></p>	<p style="text-align: center;"><b>Tatou Tatou – We Together Kotahi Tatou – One Community – One Team</b></p> <p><b>WHY WE DO IT.....</b> 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><b>HOW WE DO IT.....</b> We do this by working in partnership, making it simple and solutions focused</p> <p><b>WHAT WE DO.....</b> We provide quality services for our community and people to prosper</p> <p><b>OUR CORE VALUES – PEOPLE FIRST</b></p> <p><b>RESPECTFUL:</b> Integrity, Listening, Pride, Honesty, Empathy, Understanding, Considerate</p> <p><b>HELPFUL:</b> Approachable, Supportive, Collaborate, Go the extra mile, Proactive, Friendly, Caring, Guiding</p> <p><b>ENGAGING:</b> Communication, Connectivity, Partnership, Working Together, Inclusive, Supportive, Responsive</p> <p><b>INSPIRING:</b> Make a difference, Motivated, Take people with you, Encourage, Have pride in your work, Be proactive, Energised</p> <p><b>INNOVATIVE:</b> Find solutions, Progressive, Continuous improvement, Empowered</p> <p><b>BICULTURAL:</b> Willingness to learn and understand the Māori worldview, consideration, leading by example, sharing experiences</p>
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