

Tūranga Mahi / Position Description: Governance & Democracy Coordinator / Tīheru Taunaki

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

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| MAHI - POSITION: | Tiheru Taunaki - Governance & Democracy Co-ordinator |
| RANGATIRA - REPORTS TO: | Governance & Democracy Lead |
| KĀHUI - GROUP: | Governance Strategy and Compliance |
| TAUNGA MAHI - LOCATION: | Civic Centre |
| PŪTAKE - POSITION PURPOSE: | To enable the function of good governance by providing administrative and logistical support services for the Elected Members and the Governance and Democracy team. |
| NGĀ WHAKARITENGA - DELEGATIONS | Direct reports: <ul style="list-style-type: none"> NIL |
| HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal | <ul style="list-style-type: none"> Mayor and Elected Members Te Tatau o te Arawa CE's Group Manahautū Te Arawa Partnership Destination Development Organisational Performance & Innovation Infrastructure & Assets Chief Financial Officer People & Culture Community Experience |
| HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External | <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 Counsellors 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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| <p>NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:</p> | <ul style="list-style-type: none"> • Elected Members, Governance and Democracy Lead and Governance Advisors are supported with general administration when required, including: • Ensuring clear and appropriate record keeping is maintained • Ensuring diary management of Elected Members and Governance and Democracy team is kept up to date, including assistance for preparation of meetings • Preparing and documenting Governance calendars, procedures and templates • Assisting with the management of the Council Chambers and Committee Rooms, including bookings, room set-up and assisting with presentations. • Assisting with team purchasing and accounts payable, including assisting with booking team travel • Undertaking research to support the Governance and Democracy team in developing policies, procedures and guidance • Assisting with the creation and circulation of Council, Committee and Board agendas • Managing and administering Citizenship Ceremonies • Assisting with booking team travel arrangements including accommodation and insurances • Assisting Manager – Governance, Strategy and Compliance when required. • Participating in and contributing to the continuous improvement of work processes and systems as required. • <i>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.</i> |
| <p>TE ĀHUA O TE TANGATA - PERSON SPECIFICATION</p> | |
| <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"> • 2+ years' experience within an executive assistance or similar role, with emphasis on customer facing responsibilities. • Experience in meeting administration including knowledge of statutory procedures <p>Desirable:</p> <ul style="list-style-type: none"> • Experience working in local government |

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| <p>NGĀ PŪKENGĀ - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</p> | <ul style="list-style-type: none"> • A proven track record of thinking differently, acting with integrity, working together and making it happen • Intermediate Microsoft Office skills • Advanced keyboard skills • Excellent oral and written communication skills • Political and business acumen • Effective time management skills • A proven ability to adapt and deal with changing priorities and requirements • Strong attention to detail, high quality standards, and excellent organisational skills • Excellent interpersonal skills and the ability to operate effectively in teams with the ability to contribute to decision making and planning processes • High standard of professionalism • Ability to operate independently, anticipate requirements and monitor workload. |
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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><i>OUR CORE VALUES – PEOPLE FIRST</i></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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