

# Tūranga Mahi / Position Description:

## Project Capability & Performance Lead – *(translation tbc)*

***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 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

<b>MAHI - POSITION:</b>	Project Capability & Performance Lead
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<sup>1</sup> This is informed by our Bicultural Competency Framework, and staff are actively supported in gaining competency.

<b>RANGATIRA - REPORTS TO:</b>	Capital Portfolio Performance Lead
<b>KĀHUI - GROUP:</b>	Organisational Performance & Innovation
<b>TAUNGA MAHI - LOCATION:</b>	Civic Centre
<b>PŪTAKE - POSITION PURPOSE:</b>	The Project Capability & Performance Lead is responsible for enhancing the capability of project leaders across the organisation by providing training, guidance, and performance oversight. This role ensures that non-major capital delivery projects are effectively managed, align with Council's strategic objectives, and adhere to best practice project management frameworks. The Project Capability & Performance Lead also plays a key role in driving continuous improvement in project delivery and ensuring that lessons learned are embedded into future projects.
<b>NGĀ WHAKARITENGA - DELEGATIONS</b>	Direct reports: <ul style="list-style-type: none"> <li>• Nil</li> </ul>
<b>HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal</b>	<ul style="list-style-type: none"> <li>• Mayor and Elected Members</li> <li>• Te Tatau o te Arawa</li> <li>• CE's Group</li> <li>• Manahautū Te Arawa Partnership</li> <li>• Destination Development</li> <li>• Organisational Performance &amp; Innovation</li> <li>• Infrastructure &amp; Assets</li> <li>• Chief Financial Officer</li> <li>• People &amp; Culture</li> <li>• Community Experience</li> </ul>
<b>HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External</b>	<ul style="list-style-type: none"> <li>• Council stakeholders</li> <li>• Contracted service providers</li> <li>• Technical professionals in your field</li> <li>• Consultants and Contractors</li> <li>• Auditors</li> <li>• Local Iwi groups</li> <li>• Neighbouring local authorities</li> <li>• Mayor and Elected Counsellors</li> <li>• Local Government New Zealand (LGNZ)</li> <li>• Media and professional groups</li> <li>• Regional Council</li> <li>• Chamber of Commerce</li> <li>• Te Arawa Entities</li> <li>• Rotorua Community &amp; Partnership</li> <li>• Police</li> <li>• Māori Wardens</li> <li>• Neighbourhood support</li> </ul>

**NGĀ MAHI MATUA -  
KEY  
ACCOUNTABILITIES:**

- Ensure effective training and development programs are implemented to improve project management capabilities.
- Monitor and enhance the performance of non-major capital delivery projects.
- Support project leaders in aligning project outcomes with strategic objectives.
- Implement and maintain quality assurance mechanisms for project delivery.
- Facilitate knowledge sharing and lessons learned to enhance future project success.
- Ensure compliance with Council's project management frameworks and governance requirements.
- Drive continuous improvement initiatives that enhance efficiency and effectiveness in project management.

**Project Capability Development**

- Develop and deliver training programs and workshops to enhance the project management capabilities of Council staff.
- Provide coaching and mentoring support to project leaders to strengthen project planning, execution, and reporting.
- Establish knowledge-sharing initiatives to promote best practices and continuous learning across the organisation.

**Project Performance & Quality Assurance**

- Monitor and evaluate project performance, ensuring adherence to Council's project management framework and governance standards.
- Work collaboratively with project leaders to identify and address project delivery challenges.
- Lead post-project reviews and ensure that lessons learned are captured and integrated into future project delivery processes.

**Stakeholder Engagement & Advisory Support**

- Act as a key advisor to project leaders, providing expert guidance on project methodologies, risk management, and performance optimisation.
- Work closely with internal teams, including Finance, Risk, and Programme Management, to ensure projects are aligned with Council priorities.
- Support the Project Governance Lead in driving a culture of accountability and excellence in project delivery.

**Continuous Improvement & Innovation**

- Identify opportunities for process improvements to enhance project efficiency and effectiveness.
- Drive initiatives to embed a performance-driven culture within the project management function.
- Ensure that project management tools, templates, and guidelines are up to date and aligned with industry best practices.

*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**

<p><b>NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)</b></p>	<p><b>Required</b></p> <ul style="list-style-type: none"> <li>• Tertiary level qualification in business, project management, or a related field.</li> <li>• Relevant project management certifications (Prince2, PMP, Agile, or similar).</li> <li>• Demonstrated experience in training, coaching, or capability development in a project management setting.</li> </ul>
<p><b>NGĀ PŪKENGĀ - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</b></p>	<p><b>Key Competencies &amp; Skills</b></p> <ul style="list-style-type: none"> <li>• Strong understanding of project management methodologies and frameworks.</li> <li>• Proven ability to develop and deliver effective training programs.</li> <li>• Strong analytical and problem-solving skills.</li> <li>• Excellent stakeholder engagement and advisory skills.</li> <li>• Ability to drive continuous improvement and innovation in project delivery.</li> <li>• Effective communication skills, including report writing and facilitation.</li> </ul> <p><b>Key Performance Indicators (KPIs)</b></p> <ul style="list-style-type: none"> <li>• Effectiveness of project management training and capability-building initiatives.</li> <li>• Improvement in project delivery performance across non-major capital projects.</li> <li>• Quality and impact of lessons learned and continuous improvement initiatives.</li> <li>• Stakeholder satisfaction with advisory and support services.</li> <li>• Compliance with Council's project management frameworks and governance standards.</li> </ul>

<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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