

Tūranga Mahi / Position Description: *Programme Manager – Local Water Done Well*

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 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.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION

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

MAHI - POSITION:	Programme Manager – Local Water Done Well (Fixed Term)
RANGATIRA - REPORTS TO:	Manager – Strategic Planning for Infrastructure & Assets
KĀHUI - GROUP:	Infrastructure & Assets
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	<p>Rotorua Lakes Council has committed to participate in a study with other potential partner Councils (including Kawerau, Opotiki and Whakatane District Councils) to explore and assess the merits of a multi-council water services council-controlled organisation. This position will play a crucial role representing the Rotorua Lakes Council in coordinating the Council's involvement in the investigations of various aspects of this exploration, identifying priorities, and providing advice and recommendations.</p> <p>This role will lead the collaboration with other Councils' representatives in this undertaking. The role will ensure that the necessary information is exchanged between the parties, that there is a common base for the evaluation of merits, a project plan including engagement, communication and reporting is developed so the implementation of Council's Water Services Delivery Plan, and the completion of the programme of the necessary business assessment work aligned with the relevant LWDW regulations and that supports the potential establishment of a shared water services entity are formulated and reported for Council's consideration.</p>
NGĀ WHAKARITENGA - DELEGATIONS	<p>Direct reports:</p> <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 Councillors • 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>	<p>Stakeholder Engagement Build and maintain strong professional relationships with elected members, council executives, the various technical teams across the participating councils, and with external stakeholders such as Iwi, Department of Internal Affairs, Taumata Arowai and the Commerce Commission.</p> <p>Apply strategic reasoning and environmental scanning to anticipate stakeholder needs and foster alignment across diverse interests.</p> <p>Programme Leadership: Take the lead role in developing and managing a comprehensive programme and project plan in conjunction with partner Councils, including timelines, milestones, risk identification and management, and reporting milestones.</p> <p>Devise strategies to resolve complex issues and ensure integration of cross-council priorities into a unified programme framework.</p> <p>Strategic Alignment: Collaborate with partner councils and their appointed representatives on the alignment of the project to the legislative goals, regulatory objectives, considerations, priorities, and due diligence expectations to support a robust and collaborative decision-making by the participating partners.</p> <p>Use structured reasoning and environmental scanning to support collaborative decision-making and maintain alignment with national and regional objectives.</p> <p>Governance and Reporting: Ensure the development of governance frameworks for the project and provide regular updates to the Working Group, elected members and the Executive Team of the Rotorua Lakes Council.</p> <p>Ensure reporting reflects strategic alignment and integration of key findings and recommendations.</p> <p>Research and Analysis: Collaborate with partner councils and subject matter experts to deliver credible feasibility studies, including legal and financial assessments. Apply analytical reasoning to resolve complex issues and support the development of an integrated CCO model framework.</p> <p>Communication: Ensure clear and consistent communication strategies are structured and are in place to ensure transparency and informed engagement across all stakeholders.</p> <p>Establish and maintain clear, consistent communication strategies to ensure transparency and informed engagement across all stakeholders. Devise communication approaches that support strategic alignment and integration of perspectives.</p>
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	<p>Policy and Regulatory Compliance:</p> <p>Ensure the programme complies with relevant legislation, including the Local Government Act and the relevant water services regulations.</p> <p>Ensure the programme complies with all relevant legislation, including the Local Government Act and applicable water services regulations. Use environmental scanning to anticipate regulatory changes and maintain compliance throughout the programme lifecycle.</p>
TE ĀHUA O TE TANGATA - PERSON SPECIFICATION	
NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)	<p>Required</p> <ul style="list-style-type: none"> • Tertiary qualification in Business Strategy, Financial Analytics, or associated discipline • 8+ years' experience in Business Strategy, Financial Analytics, or associated discipline • Local Government knowledge • Municipal services management
NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES	<ul style="list-style-type: none"> • Demonstrated ability to influence, persuade, and exercise diplomacy in sensitive situations, maintaining constructive relationships and fostering trust across diverse stakeholder groups. • Proven capability to motivate and engage individuals and teams—both within and outside the organisation—to collaborate effectively or reconsider positions where conflicting priorities exist, using strategic reasoning and a solutions-focused approach. • Proven experience in the development of programme or project management, ideally within local government or infrastructure sectors. • Strong understanding of water services delivery models and council-controlled organisations. • Sound stakeholder engagement and facilitation skills. • Experience in inter-agency collaboration. • Strong analytical, strategic thinking, and problem-solving capabilities. • Excellent written and verbal communication skills. • Familiarity with New Zealand's Three Waters reform context. • Experience working with elected members and senior management. • Ability to navigate complex political and operational environments..

<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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