

Tūranga Mahi / Position Description: *Principal Advisor*

At Rotorua Lakes Council, we are driven by the **purpose** for our existence, - by our 'why'. Our 'why' is our customers. We come to work each day to deliver services for our customers, and we keep them at the centre of our organisation's culture. We are committed to building a high performing culture based on our **purpose**.

'How' we work together is defined by our organisational culture and values. What each person does differs from role to role and will change based on the work programme approved by our Elected Council. The tasks that we do in each role are not a purpose in themselves, their purpose is to serve our customers.

To be successful in the role, and to enjoy your employment at RLC by achieving significant results for the community, you will need to take to heart and live the sentiment "The organisation's success is my success – my job is only done when everyone's job is done".

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.

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. Employment at RLC is a unique opportunity to develop your understanding and appreciation of Te Ao Maori, in order to better serve our whole community. As a senior leader in the organisation, you have a key responsibility to lead our people in adhering to our legislative responsibilities to mana whenua.

A top priority is to ensure the health and safety 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 and safety 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.

The position description below describes the specific requirements of this position. The description within this position description is not an exhaustive list of responsibilities or tasks and staff are expected to contribute to the organisation through other tasks and activities assigned by their manager. In addition, you are also expected to be proactive in knowing and following Council policies and procedures.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION

MAHI - POSITION:	Principal Advisor
RANGATIRA - REPORTS TO:	Chief People Officer
KĀHUI - GROUP:	CE Group
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	<p>You will act as the key advisor to the Mayor, working closely with the Chief Executive and lead the operation of the Mayoral Office. Acts as the primary coordinator, ensuring the agreed priorities of Elected Members are embedded and are recorded and implemented internally and externally.</p> <p>Lead the Mayoral Office team, provide generalist support across functions, and be the principal point of escalation into the organisation to resolve issues, unblock barriers, and drive delivery.</p> <p>The role provides strategic coordination, high-level advice, and trusted connections between governance and management to turn vision into action. It acts as the principal point of escalation to resolve issues, remove barriers, and drive delivery through strong alignment, leadership, and collaboration across Council and the community.</p>
NGĀ WHAKARITENGA - DELEGATIONS	<p>Direct reports:</p> <ul style="list-style-type: none"> Executive of Mayors Office
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	<ul style="list-style-type: none"> Mayor and Elected Members Te Tatau o te Arawa CE's Group Manahauatu Te Arawa Partnership Destination Development Organisational Performance & Innovation Community Experience Infrastructure & Assets Chief Financial Officer People & Culture
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External	<ul style="list-style-type: none"> Council stakeholders Contracted service providers Consultants and Contractors Auditors Local Iwi groups Neighbouring local authorities Mayor and Elected Councillors Local Government New Zealand (LGNZ) Tairaurā Media and professional groups

<p>HONONGA WAIWAI – KEY RELATIONSHIPS:</p> <p>Rāwaho - External</p>	<ul style="list-style-type: none"> • Regional Council • Chamber of Commerce • Te Arawa Entities • Rotorua Community & Partnership
<p>NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:</p>	<p>Provides principal issue-escalation leadership on behalf of the Mayor, acting as the key point of contact for resolving complex matters, removing barriers, and ensuring actions are tracked through to delivery. Serves as the Mayor’s key advisor on office operations, leadership, and organisational alignment, ensuring governance direction is translated into clear, actionable operational delivery.</p> <p>Drives the delivery of the Mayor’s priorities, embedding them into Council activity through close coordination with the Chief Executive (CE), Executive Team (ET), and the wider organisation. Maintains high-trust, no-surprises relationships with the Mayor, CE, ET, Councillors, and Elected Members.</p> <p>Ensures the Mayor is fully prepared for Council, Committee, workshop, and briefing commitments, coordinating agendas, papers, follow-ups, and ensuring clear ownership of actions. Supports effective delegations to the Deputy Mayor, Councillors, and other delegates, and maintains seamless coverage across the office during periods of absence.</p> <p>Leads the Mayoral Office as a cohesive, high-performing team, managing daily, weekly, and monthly planning cycles to align activities and priorities. Provides oversight and guidance across all office functions, fostering a culture of collaboration, flexibility, and mutual support. Promotes continuous improvement, workflow efficiency, and clarity of responsibilities across the team.</p> <p>Builds strong, constructive relationships with Councillors, CE Support Services, Governance, and Communications, ensuring shared priorities remain central to the Mayoral Office’s work. Represents the office at senior forums and ensures actions and commitments are progressed to conclusion.</p> <p>Works closely with the Governance Team to coordinate timely, high-quality advice that balances political insight with operational practicality. Ensures the Mayor is fully briefed on emerging issues, key matters of the day, and strategic considerations. Oversees systems for briefing notes, correspondence, diaries, and commitments to ensure accuracy, timeliness, and alignment.</p>

<p>NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:</p>	<p>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.</p> <p>There will also be the annual delivery of agreed KPIs.</p>
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TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

<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"> • Relevant tertiary qualification in law, political science, public policy, management, or a related field; or equivalent senior-level experience. • 5 years in senior advisory/leadership roles within local or central government, or comparable political environments. • Proven ability to drive delivery through complex organisations; leads through influence and coordination. • Advanced judgement, discretion and political acumen. • Strong coordination and problem-solving skills; able to cut through complexity and deliver outcomes. • Excellent written and verbal communication, negotiation and relationship management. • Demonstrated success building and developing high-performing teams; strategic thinking and execution. • Sound knowledge of NZ local-government frameworks: Local Government Act 2002, LGOIMA 1987, Privacy Act 2020, Local Electoral Act 2001, Local Authorities (Members' Interests) Act 1968, and Standing Orders.
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<p>NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</p>	<p>Demonstrates strong organisational capability, with the ability to manage multiple priorities, meet tight deadlines, and maintain high levels of accuracy. Well organised and adept at planning and prioritising key activities to achieve required timeframes.</p> <p>Possesses excellent verbal and written communication skills, able to liaise effectively with diverse stakeholders and clearly communicate complex statutory, environmental, and policy considerations.</p> <p>Understands how to balance customer satisfaction, sustainable economic development, public expectations, environmental factors, and legislative requirements and can articulate these effectively to customers and partners.</p> <p>Brings proven leadership experience, including the ability to manage, mentor, and develop high-performing teams. Shows proactive engagement, accountability, and sound professional judgement, with the confidence to lead through ambiguity and change.</p> <p>A strategic and innovative thinker, capable of aligning outcomes with policy requirements and applying a pragmatic approach to planning and decision-making. Demonstrates understanding of statutory processes, relevant legal proceedings, and basic financial control concepts.</p> <p>Exhibits exceptional problem-solving ability, including conceptual and analytical strength, efficient issue resolution, and the capacity to work effectively under pressure. Maintains a high level of professional judgement and decision-making capability.</p> <p>Highly technologically proficient, with strong computer literacy across the Microsoft Office Suite, document management systems, and project management software.</p> <p>Able to contribute professionally within a Māori context, with knowledge and appreciation of Tikanga Māori and an understanding of how to integrate this respectfully into organisational practice.</p>
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**NGĀ UARATANGA -
VALUES:**

Tai Kawenga – The Flowing Tide

Tai means tide or current

Kawenga refers to values - Those things we carry inside us, and those things that carry us - in our day-to-day lives. Those principles that we value are the ones we take with us.

Purpose

Speaks to why we exist and it is expressed through three ideas that reflect our vision

😊 Customer focused 🤝 Community driven 🧑 People at the heart

Promise 🤝

What we commit to delivering, every day

Practices 😊

How we behave

Principles ✨

The values we believe in and stand by:

Stronger together - Lead with integrity - Challenge and innovate -
Steward our future