



Tūranga Mahi / Position Description:

Corporate Planning Support Coordinator

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:	Corporate Planning Support Coordinator
RANGATIRA - REPORTS TO:	Corporate Strategy and Compliance Team Lead
KĀHUI - GROUP:	Governance, Strategy and Compliance
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	To provide coordination, administration and project support to the Corporate Strategy and Compliance Team Lead, assisting with the delivery of Council's corporate planning, performance reporting, consultation and strategic work programme. The role supports the preparation and administration of key corporate planning documents, organisational reporting, consultation processes, hearings and strategic that contribute to Council's strategic direction and community outcomes. initiatives
FUNCTIONAL AREAS:	• Corporate Planning Coordination: Assist with the coordination and administration of Council's corporate planning work programme. • Consultation and Hearings Administration: Provide administrative support for consultation processes, hearings and deliberations. • Performance Reporting: Assist with organisational performance reporting activities. • Corporate Documents: Assist in the preparation and administration of corporate planning and organisational documents. • Project Coordination and Administration: Provide administrative and project support to the Corporate Strategy and Compliance Team Lead and wider team. • Research and Information Gathering: Undertake research and information gathering to support team activities. • Policy Consultation Support: Provide administrative support for policy consultation activities. • Collaboration and Coordination: Work collaboratively across the organisation to support the delivery of team work programmes.
NGĀ WHAKARITENGA - DELEGATIONS	• Number and nature of direct reports - Nil • Budget responsibility – Nil
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	• 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	• Council stakeholders • Contracted service providers • Technical professionals in your field • Consultants and Contractors • Auditors • Mana whenua • 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
NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:	• Provide coordination, administration and project support to the Corporate Strategy and Compliance Team Lead in the delivery of the team's work programme. • Assist with the coordination and administration of Council's Long-term Plan, Annual Plan, Annual Report and other corporate planning processes. • Coordinate the collection, collation and preparation of information required for corporate planning documents, organisational reporting and strategic initiatives. • Maintain corporate planning schedules, calendars, project timelines, action registers and milestone tracking to support programme delivery. • Assist with the coordination and administration of project meetings related to the department.



NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:	• Maintain corporate planning records, Teams folders, information repositories and document management systems to ensure information is organised, accessible, current and audit ready. • Support the coordination and collation of organisational performance reporting requirements. • Administer consultation processes, including the receipt, recording, tracking and collation of submissions and community feedback. • Coordinate administrative arrangements for hearings, deliberations and engagement activities, including scheduling, stakeholder communications and hearing documentation. • Assist with the preparation of submission summaries, consultation reports, hearing papers, deliberation materials and Council reporting documentation. • Maintain accurate records of consultation activities, submissions, hearings and engagement outcomes. • Undertake research, information gathering and data collation to support corporate planning, reporting, consultation and strategic initiatives. • Provide administrative and coordination support for policy consultation processes as required. • Build and maintain effective working relationships with internal and external stakeholders to support the delivery of team objectives. • Contribute to the continuous improvement of corporate planning, consultation, reporting and information management processes. • Provide support to team members and undertake other duties consistent with the purpose of the position. <i>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.</i> 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 • Experience providing administrative, coordination or project support within a complex organisation. • Strong organisational and administrative skills, with the ability to manage multiple tasks, deadlines and competing priorities. • Well-developed document management, record keeping and information coordination skills. • Proficiency in Microsoft Office applications, including Word, Outlook, Excel, PowerPoint, Teams and SharePoint. • Strong written and verbal communication skills. • Commitment to providing high-quality customer service and support to internal and external stakeholders.
--	---



NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)	Desirable • Experience working in local government or the public sector. • Experience supporting corporate planning, reporting, consultation or governance processes. • Qualification or training in business administration, public administration, project coordination or a related discipline. • Understanding of local government planning, reporting or consultation processes.
NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES	• Highly organised with the ability to manage multiple priorities, coordinate activities and meet deadlines. • Strong administrative and coordination skills, with excellent attention to detail and accuracy. • Well-developed written and verbal communication skills. • Strong interpersonal skills and the ability to work collaboratively with a wide range of people. • Demonstrated customer service focus and commitment to supporting positive stakeholder experiences. • Ability to build effective working relationships and contribute positively within a team environment. • Ability to follow direction, exercise sound judgement and work within established processes and procedures. • Proactive, reliable and willing to take responsibility for assigned tasks. • Ability to work independently while recognising when to seek guidance or support. • Strong information management and record-keeping skills. • Ability to maintain confidentiality and handle sensitive information appropriately. • Quick learner with the ability to adapt to changing priorities and new systems. • Competent research, information gathering and data collation skills. • Commitment to continuous improvement and contributing to an organised, well-functioning team environment.



NGĀ MĀTĀPONO: 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
---------------------------------	---