



Tūranga Mahi / Position Description:

Engagement Manager

At Rotorua Lakes Council, we are guided by Tai Kawenga, which reflects both our purpose and the values that shape how we work together.

Tai means tide or current. Kawenga refers to the values we carry within us and the principles that carry us forward in our daily work. Together, Tai Kawenga provides the foundation for our culture, decision-making, and service to our community.

Our purpose speaks to why we exist and is expressed through three ideas that reflect our vision:

Customer Focused - Community Driven - People at the Heart

How we work together is guided by our **Purpose**, why we exist, our **Promise**, what we commit to delivering every day; our **Practices**, how we behave; and our **Principles**, the values we believe in and stand by:

Stronger Together - Lead with Integrity - Challenge and Innovate - Steward our Future

These principles set the expectations for how we work with colleagues, customers, iwi, stakeholders, and the wider community.

To be successful in this role, you will embrace the belief that:

"The organisation's success is my success. My job is only done when everyone's job is done."

Rotorua Lakes Council serves approximately 78,000 residents and millions of visitors each year. We are committed to continuously improving services for our community and customers.

Rotorua sits in the heart of the Te Arawa region, where approximately 40% of the population identify as Māori. Our bicultural foundation strengthens our understanding of Te Ao Māori and enriches our diverse community. We are committed to honouring our responsibilities to mana whenua and reflecting these relationships in how we work and serve our district.

Health, safety, and wellbeing are a top priority. Safety is everyone's responsibility, and we all play a role in creating environments where people can thrive and return home safely each day.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM). As a result, all employees may be required to undertake CDEM duties in addition to their normal position responsibilities when responding to, or recovering from, an emergency event.

As one team, we are committed to supporting Council's strategic direction, working collaboratively, embracing innovation, and making decisions that contribute to a sustainable future for our district.

Through Tai Kawenga, we recognise that every role contributes to the outcomes we achieve for our community.



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:	Engagement Manager
RANGATIRA - REPORTS TO:	Manager – Communications and Engagement
KĀHUI - GROUP:	Organisational Performance & Innovation
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	The Engagement Manager leads Council's engagement function, providing strategic leadership, governance and oversight of Council's engagement programme to ensure engagement activities are effectively planned, coordinated and evaluated, delivering high-quality outcomes for Council and the community. The role drives best-practice engagement across the organisation, ensuring Council's engagement programme supports meaningful participation, informed decision-making, strong stakeholder relationships, and effective community input into Council decision-making processes. The role provides oversight and monitoring of Council's Engagement Framework, ensuring engagement and public consultation activities are fit for purpose, aligned with the IAP2 Spectrum of Public Participation, and in accordance with relevant policy and legislation. The role is accountable for operational planning, resource allocation and workload prioritisation across the Engagement function, ensuring resources are effectively managed to meet organisational priorities and competing project demands. The role provides leadership and support to build a high-performing, engaged and capable Engagement team, promoting wellbeing, professional development and a positive team culture.
NGĀ WHAKARITENGA - DELEGATIONS	Direct reports: - Engagement Partner - Engagement Advisor



HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	• Mayor and Elected Members • Te Tatau o te Arawa • CE’s Group • Communications & Engagement Leadership Team • 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:	Engagement Strategy, Governance and Frameworks • Provide strategic oversight of Council's Engagement Framework, supporting the Engagement Partner to lead its implementation and continuous improvement while ensuring it remains effective, fit for purpose and aligned with organisational objectives. • Work closely with the Manager Communications & Engagement to ensure Council's Engagement Framework is aligned with the organisation's broader communications and engagement strategy, supporting a coordinated and consistent approach to stakeholder and community engagement. • Ensure Council's engagement approach aligns with the IAP2 Public Participation Spectrum, Council policies and legislative requirements. • Ensure Council's Significance and Engagement Policy is maintained and effectively applied across the organisation to support consistent, fit-for-purpose engagement practices. • Oversee the development of engagement reporting and evaluation frameworks. • Ensure accessibility and inclusion principles are embedded within engagement activities and consultation processes. • Monitor emerging trends, legislation and best practice relating to engagement, consultation and public participation and recommend improvements where appropriate. Strategic Engagement Advice and Support • Act as the senior escalation point for complex community engagement matters, high-risk stakeholder issues, sensitive negotiations, and statutory consultation and compliance requirements. Keep the Manager Communications & Engagement informed of emerging engagement issues, risks and opportunities. • Advise on engagement risks, stakeholder impacts, participation approaches and consultation requirements. Enable effective engagement and consultation across Council by providing strategic oversight, guidance and support to the Engagement Team and wider organisation. • Partner with the Communications, and Digital & Content Managers to ensure engagement activities are aligned with communications and digital strategies, enabling a coordinated approach that supports participation and engagement outcomes. Engagement Delivery and Evaluation • Support the Engagement Team to successfully plan, coordinate and evaluate Council engagement and Special Consultative Procedure (SCP) formal public consultation activities. • Ensure statutory consultation requirements and Council engagement obligations are met.
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	• Support meaningful and inclusive participation opportunities for communities, stakeholders, mana whenua and interested parties. • Ensure lessons learned and engagement outcomes are captured and applied to future engagement activities. • Maintain oversight of engagement programmes to ensure consistency, quality and alignment with Council objectives. Insights, Reporting and Community Feedback • Maintain oversight and accountability for Council's Resident Experience Monitor Survey, ensuring the Engagement Team effectively plans, delivers and evaluates the survey, and that survey results, engagement insights and reporting are leveraged across the organisation to inform decision-making, planning and continuous improvement. • Oversee the collection, analysis and reporting of engagement data, community feedback and participation outcomes. • Ensure engagement insights, themes, trends and stakeholder feedback are synthesised into meaningful information to support decision-making. • Provide regular reporting on engagement performance, participation levels and emerging community issues and trends. Leadership and Management • Actively contribute to a high-performing Communications and Engagement leadership team by promoting collaboration, innovation, professional development and a culture of excellence across the function. • Support the Manager, Communications & Engagement, to build engagement capability across Council through guidance, training, coaching and support. • Provide leadership to the Engagement team, ensuring high-quality service delivery across the breadth of responsibilities. • Lead, coach and develop a high-performing team of engagement professionals. • Foster team well-being, and a collaborative, customer-focused and innovative culture. • Manage team priorities, workloads and resources to support organisational requirements. • Effectively lead the Engagement team through change and support continual improvement. • Align activities and behaviours with Council's Vision, Strategy and Tai Kawenga.
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	Health and Safety • Participate in maintaining a safe and healthy work environment for self and others. • Comply with and undertake responsibilities set out in Council's Health and Safety Policy. • Undertake line manager health and safety responsibilities as set out in Council policy. • Any other duties consistent with the purpose and level of the position. • Support our statutory Civil Defence and Emergency Management (CDEM) obligations by maintaining readiness to undertake assigned emergency management roles, participating in required CDEM training and exercises, and carrying out response and recovery duties as directed during emergency events, in addition to normal position responsibilities. <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 • Relevant tertiary qualification in communications, stakeholder management, public policy, community development, public participation, or equivalent experience. • IAP2 Certificate of Engagement or higher accreditation. • Minimum 5 years' experience in senior engagement, consultation, or stakeholder relations roles within a large or complex organisation. • Demonstrated successful senior management experience in leading and managing staff. • Demonstrated experience leading engagement and consultation programmes within a complex organisation. • Strong understanding of community engagement principles, public participation methodologies and stakeholder management. • Experience providing strategic advice to senior leaders and elected representatives. • Excellent relationship management, facilitation and communication skills. Desirable • Local government experience. • Political nous. • Experience working with iwi, hapū and mana whenua. • Experience with community research, survey design or public participation evaluation frameworks.
NGĀ PŪKENGĀ - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES	• Excellent interpersonal and communication skills, including the ability to build and maintain effective relationships with diverse stakeholders across the organisation and community. • Excellent written and verbal communication skills with demonstrated ability to present complex information, feedback and insights in a clear and meaningful manner. • Strong facilitation, consultation and stakeholder engagement skills. • Proven ability to analyse complex information, identify themes and provide evidence-based recommendations to support decision-making. • Demonstrated ability to influence, negotiate and work collaboratively across a complex organisational environment. • Strong understanding of community perspectives and commitment to meaningful participation and customer-focused outcomes