



Tūranga Mahi / Position Description:

Engagement Advisor

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 Advisor
RANGATIRA - REPORTS TO:	Engagement Manager
KĀHUI - GROUP:	Organisation Performance & Innovation
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	The Engagement Advisor is responsible for the planning, implementation and evaluation of engagement and consultation activities for Council projects and initiatives, supporting meaningful community participation, informed decision-making and successful project outcomes. The role ensures engagement and consultation activities are delivered in accordance with Council's Engagement Framework, the IAP2 Spectrum of Public Participation, and relevant legislative requirements. The role provides specialist engagement advice and support across Council programmes and projects, helping ensure community and stakeholder perspectives inform planning, decision-making and service delivery. The role supports strong relationships with mana whenua, key stakeholders and community partners, ensuring engagement is authentic, accessible, culturally responsive and reflective of the diverse needs of Rotorua communities.
NGĀ WHAKARITENGA - DELEGATIONS	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
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NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:	Engagement Planning and Delivery • Plan, deliver and evaluate Council engagement and consultation activities, ensuring compliance with Council's Significance and Engagement Policy and relevant legislative requirements. • Design and deliver fit-for-purpose engagement approaches that align with Council's Engagement Framework and the IAP2 Spectrum of Public Participation. • Design creative engagement approaches that build trust, encourage participation and support meaningful community involvement in Council decision-making. • Support compliance with Council's Significance and Engagement Policy, Local Government Act consultation requirements and other relevant legislative obligations. Stakeholder and Community Relationships • Establish and maintain positive relationships with mana whenua, community groups, stakeholders and partners to support engagement activities and participation opportunities. • Champion the importance of Te Ao Māori in Council's engagement approach. • Collaborate with Te Amorangi and others to support authentic and culturally responsive engagement practices. Engagement Advice and Organisational Support • Work collaboratively with Communications Partners to develop integrated communications and engagement plans, ensuring engagement approaches support organisational priorities and project outcomes. • Support the Engagement Partner in embedding Council's Engagement Framework across the organisation. • Apply engagement best practice to improve community outcomes and participation. Research, Insights and Reporting • Design and deliver consultation and engagement surveys using sound research practices and IAP2 principles. • Undertake quantitative and qualitative analysis of consultation and engagement feedback and consultation results. • Prepare engagement reports that identify themes, trends, sentiment and community insights to support evidence-based decision-making. • Regularly evaluate consultation and engagement outcomes against legislative requirements, organisational objectives and community expectations. Accessibility and Inclusion
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	• Ensure engagement activities, consultation processes, surveys, materials and events are accessible, inclusive and comply with Council accessibility requirements and applicable New Zealand Government accessibility standards. • Support project teams to incorporate accessibility and inclusion principles into engagement planning, delivery and evaluation. Health and Safety • Participate in maintaining a safe and healthy work environment for self and others. • Comply with and undertake responsibilities outlined in Council's Health and Safety 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 engagement, consultation, stakeholder management or community development experience. • Relevant tertiary qualification. • IAP2 Certificate in Engagement or willingness to obtain. • Experience in engagement planning, monitoring and reporting. • Ability to understand and apply legislation Desirable: • Local government experience. • Political nous.



NGĀ PŪKENGĀ - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES	• Excellent problem-solving skills, including exceptional conceptual and analytical ability; proven decision-making skills and sound professional judgment • Highly effective reporting skills; written and verbal presentation and communication skills; highly developed interpersonal skills • Well organised, and an ability to plan and prioritise important activities/tasks and meet timeframes • Excellent relationship engagement skills and the ability to influence others • Ability to work independently on own, as well as work collaboratively as part of a team • Ability to express complex matters with simplicity and clarity • The ability to work unsupervised, and to be self-motivated • Strong demonstration of deliverables in a customer centric, key account and solutions focused manner • An active influencer with high EQ and empathy. • Demonstrated understanding of accessibility and inclusion principles, with the ability to apply these in engagement, consultation and community participation activities.
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