

He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hapori – mai i te pae maunga o Tararua ki te moana

With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.

POSITION DETAILS

REPORTS TO	Group Manager – Community Experience & Services
GROUP	Community Experience & Services
PEOPLE MANAGEMENT	5 Direct and 100 + Indirect (indirect tbc)
FINANCIAL DELEGATIONS	OPERATING BUDGET OF \$5 MILLION

VISION OF HOROWHENUA DISTRICT COUNCIL

To embody a spirit of service and a spirit of excellence focused on continuous improvement and a mission to deliver great outcomes to our community.

PURPOSE OF POSITION

To enable customer and community interactions and experiences through Places, Spaces, Services and Facilities
Lead and direct the successful operation of Council's Community Facilities and Services, including Aquatic Centres, Libraries and Cultural Community Centres.

To lead staff culture and engagement initiatives within Culture & Community Centres, Libraries, Community Events, Aquatics & Recreation Services, including effective integration and demonstration of Council vision, mission and values.

KEY ACCOUNTABILITIES

AREA	EXPECTED OUTCOMES
STRATEGIC LEADERSHIP	<p>Your most important job is to be the champion for leadership, culture and engagement across not only your team and group but the organisation as a whole.</p> <p>Coach and develop the capability of individuals within your group, ensuring all staff understand the purpose of their role and their contribution.</p> <p>Champion Community Engagement at all levels of the organisation having a strong focus on Customer outcomes</p> <p>Act as a change agent to encourage staff to deliver on a culture of excellence through a spirit of service, and continuous improvement, supporting the organisation to love their work #arohatomahi so that all can thrive.</p>

<p>PLANNING & DELIVERY</p>	<p>Develop and deliver strategies to provide an exceptional customer centric service, which will deliver on agreed Council objectives.</p> <p>Provide leadership to implement exceptional people and community experiences which will encourage internal staff and community engagement and wellbeing.</p> <p>Lead and deliver Capital projects across the Community Facilities and Services team in accordance with HDC's procurement policy</p> <p>Plan, direct and coordinate service delivery across Horowhenua District Councils Community Facilities (Te Tekaretanga o kura-hau-pō, Te Awahou Nieuwe Stroom Culture, Shannon Library, Levin Aquatic Centre and Foxton Pool)</p> <p>Development and delivery of projects to that contribute to the wellbeing of the Horowhenua district and align to councils strategic priorities.</p> <p>Resolve complex community services issues effectively.</p>
<p>ALIGNMENT WITH INTERNAL STAKEHOLDERS</p>	<p>Support your fellow leaders by empowering and inspiring the development of leadership across the organisation.</p> <p>Work closely with the Community Experience & Services Leadership Team (Peers) to understand alignments across the functions and where efficiencies can be made.</p>
<p>DEVELOP KEY PARTNERSHIPS</p>	<p>Demonstrate a high degree of cultural sensitivity and understanding of the specific cultural requirements of key partner groups</p> <p>Build effective and strategic business relationships with key stakeholders to enhance effective communication between, Council, the Community, and key stakeholders, which will support Community Service Delivery and ongoing growth.</p> <p>Interact with key internal and external stakeholders to resolve difficult and complex issues around the delivery of Community Service Delivery, which could impact on the outcomes of agreed Council plans.</p> <p>Maximise new opportunities to work with stakeholders to increase economic growth and social wellbeing.</p> <p>Contribute to effective and trusted partnerships with Hapu, Iwi, Marae</p> <p>Monitor partnerships by implementing effective means for monitoring and evaluating the partnership process and the attainment of mutual goals.</p>
<p>FINANCIAL MANAGEMENT</p>	<p>Provide effective and efficient leadership with regards to Financial Management to ensure that the Community, Facilities & Services Group operate at an optimal cost- effective level.</p> <p>Effective management of the operating budget, providing sound reporting on annual operating budgets.</p> <p>Ensure expenditure and revenue is within agreed budgets. Evaluate and monitor service delivery in order to ensure that maximum benefits are achieved in relations to cost.</p> <p>Negotiate agreements/leases with Service providers or Community groups.</p>
<p>STAFF & RECRUITMENT</p>	<p>Work closely with direct reports and People & capability to understand the recruitment needs for present and forecast future needs.</p> <p>Support the team to develop career progression and development plans for all team members.</p>
<p>COUNCIL, COMMITTEE AND BOARD ENGAGEMENT</p>	<p>Actively contribute in Council, Committee and Community Board meetings and provide high-level advice and leadership to Elected members, Councillors and Mayor.</p>
<p>OCCUPATIONAL HEALTH SAFETY AND WELLBEING</p>	<p>Champion a culture of health, safety and wellbeing by proactively modelling behaviours that support the policies and legislative requirements of the Council. Hold others to account to ensure they do the same.</p> <p>Ensure the CE is briefed on serious or significant Health and Safety incidents, immediately in the event of a major incident.</p>
<p>EMERGENCY MANAGEMENT</p>	<p>Assist with emergency events as required. Attend relevant training as required</p>

ALIGNMENT TO HOROWHENUA BLUEPRINT

Blueprint Action 1:	Enable more affordable housing choices
Blueprint Action 2:	Attract more Community Housing Providers
Blueprint Action 5:	Support and Enable Iwi Aspirations
Blueprint Action 8:	Nurture and Promote a food culture
Blueprint Action 9:	Support education and skills development
Blueprint Action 11:	Support our communities and centres
Blueprint Action 12:	Work in Partnership with our community to achieve locally owned vision and goals.

SKILLS, KNOWLEDGE & EXPERIENCE

Knowledge of the principles of customer care and service, including customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.

Relevant Professional Qualification or equivalent experience

Proven practical experience in successfully managing multidisciplinary high performing teams

Experience managing and operating at Senior Level

Knowledge and understanding of Councils values and frameworks.

Strong ability to translate Government expectations into policy and procedure.

Successful experience in reviewing processes and implementing changes that bring better outcomes and solutions to an organisation.

Demonstrated effective communication, engagement, reporting and consultation techniques with key stakeholders

Experience in general project and contract management.

Ability to translate strategic vision and corporate priorities into service plans which deliver on actions, on time and within targets.

Demonstrated strength of purpose and personal commitment to excellence and a focus on setting and delivering on the organisation goals and objectives.

Excellent oral and written communications skills.