



# Kaiwhakahaere Matua Manager, Business Resilience

## Come help treasure and grow our rohe together

Our rohe and its lands, waterways, animals, plants and people can only grow stronger if they are nurtured.

To join our team is to step up and commit to playing an active part in this important mahi. That means restoring nature, connecting people and places, reducing environmental impacts and helping this rohe and its people prosper.

We are part of a collective movement alongside mana whenua and community members whose hopes for the future of this region are just as high as your own.

Our efforts across environmental management, public transport, flood protection, regional parks and water supply are interconnected and integral to treasuring our rohe and growing our future.

**Tō mātou Kaupapa - Our purpose is working together for the greater environmental good.**

## He aha ngā mahi ā te tīma - What does my team do?

The Strategy and Performance Function is part of the Strategy Group, which includes Governance and Democracy Services and Regional Transport. The Strategy and Performance Function supports the Executive Leadership Team, Chair and Council to take a strategy-led approach to planning, policy and delivery, business resilience, developing organisational and regional strategies and plans, providing general strategy and policy advice, and monitoring organisational performance. The function delivers this mahi through the following teams:

- Strategy
- Corporate Planning and Reporting
- Climate Change
- Business Resilience

Amongst other things, the Business Resilience business unit is responsible for business continuity management and planning; supporting the Greater Wellington Crisis Management Team; advising on emergency management procedures within Greater Wellington; and the recruitment, training, and retention of operational staff for the regional Emergency Coordination Centre (ECC), the Regional Recovery Coordination Centre (RRCC), and support to other regions for civil defence emergencies.

## He aha te mahi - What's the job?

Business resilience is a vital role to the continuance and provision of services and critical functions of the Greater Wellington Regional Council (Greater Wellington) following a disruptive event, emergency, or crisis. The Business Resilience business unit also enables Greater Wellington to meet its obligations under the Civil Defence Emergency Management Act 2002.

The Manager, Business Resilience is responsible for developing organisational resilience, promoting and supporting business units to manage and recover from emergencies and business interruptions, and supporting the delivery of operational capability for the Wellington Region Emergency Coordination Centre (ECC) in collaboration with the Wellington Region Emergency Management Office (WREMO). It involves developing capability across people, infrastructure, systems, processes, and plans, and bringing different staff and functions from across Greater Wellington together to deliver organisational resilience; all designed to ensure Greater Wellington is ready and able to respond appropriately in an emergency and provide support through the Regional Recovery Coordination Centre (RRCC) to coordinate regional recovery efforts. This work is supported by the Senior Advisor, Business Resilience.

The Manager, Business Resilience will coordinate the activities of management and staff across the organisation to ensure that there is a consistent and well understood approach to emergency management and business continuity. This includes conducting workshops and exercises, as well as maintaining up-to-date emergency management and business continuity plans. The Manager, Business Resilience is an enabler and core member of the Greater Wellington Crisis Management Team (CMT) which is activated within the organisation in the event of an emergency or other disruption. The role also maintains the training, exercising and membership of the CMT.

The Manager, Business Resilience is a key link to WREMO, representing Greater Wellington in regional discussions related to emergency management and business continuity while attending the Local Government Emergency Management Collective, and ensuring that Greater Wellington representatives on the Wellington CDEM Group CEG and Joint Committee are appropriately supported.

## Aku haepapa – What I'll be responsible for (key accountabilities)

Key Accountability	Responsibilities
<b>Business Continuity Management</b>	<ul style="list-style-type: none"><li>• Leads the development of business continuity plans (BCPs) for critical business function processes, or temporary shutdown of non-critical business units to ensure sustainability of operation and governance</li></ul>



Key Accountability	Responsibilities
	<ul style="list-style-type: none"> <li>• Works with the Corporate Planning and Reporting business unit to integrate business continuity management (BCM) planning into strategic planning, such as activity plans and the Long Term Plan</li> <li>• Develops and implements BCP training, exercises and awareness programmes for business units and the Crisis Management Team</li> <li>• Identifies opportunities for improvements or mitigating risks and works with business function owners to design and implement improvements to plans based on the outcomes of the BCP tests</li> <li>• Develops and implements a regular maturity survey to assess the capability of Greater Wellington's BCM.</li> </ul>
<b>Crisis Management Team (CMT)</b>	<ul style="list-style-type: none"> <li>• Ensures the CMT has the appropriate membership with the skills and experience required for the role</li> <li>• Carries out relevant CMT training and exercising to enable the CMT to be effective in response</li> <li>• Supports the CMT Controller in their role with advice and guidance and acts as Response Manager during an event</li> </ul>
<b>Emergency Management</b>	<ul style="list-style-type: none"> <li>• Oversees the administration of the ECC including developing a staff roster and facilitating staff training and develops an annual programme of activities in conjunction with the WREMO Annual Plan.</li> <li>• Liaises with WREMO on emergency management matters including participation in the Chief Executive's Group (CEG) and related forums</li> <li>• Ensures suitable alternative ECC locations are available and in a state of readiness</li> </ul>
<b>Organisational Resilience</b>	<ul style="list-style-type: none"> <li>• Monitors and becomes involved in programmes and projects across Greater Wellington that have a major contribution to organisational resilience</li> <li>• Works with the Head of Risk and Assurance, and others, to ensure an integrated organisational approach to risk and disruption management</li> <li>• Works with other agencies to ensure an integrated programme of resilience activities</li> <li>• Identifies measures or indicators of emergency management and business continuity management performance and the actions needed to enhance performance</li> <li>• Following an event or exercise, carries out an after-action report to generate a corrective action plan that will require implementing</li> </ul>
<b>People Leadership</b>	<ul style="list-style-type: none"> <li>• Provides leadership that engages and motivates others to succeed and develop, and proactively share knowledge and ideas</li> <li>• Role models behaviours which contribute to a high performing and motivated team with a sense of purpose and direction</li> <li>• Provides intellectual leadership by bringing new ideas and knowledge to policy discussions and leads strategic conversations in the policy area</li> <li>• Provides supervision, guidance, coaching and mentoring and on-the-job training to team members</li> <li>• Leads performance and development conversations and actively encourages team members to develop and grow</li> <li>• Contributes to the performance of the team through providing peer review and quality control of team members tasks</li> <li>• Actively participates as part of the Strategy and Performance senior leadership team.</li> </ul>





Key Accountability	Responsibilities
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Develops and maintains excellent working relationships with internal and external stakeholders and agencies, such as Territorial Authorities and Government Organisations</li> <li>• Works closely with people leaders at all levels of the organisation to ensure a collaborative approach to Greater Wellington’s civil defence and emergency management (CDEM) and business continuity planning (BCP)</li> <li>• Works with WREMO to clarify roles and responsibilities and protocols for joint working</li> <li>• Ensures all people leaders and employees understand their obligations and responsibilities for CDEM and BCP</li> <li>• Ensures there is trust from Council and ELT in the advice provided to them by the Business Resilience business unit</li> <li>• Is politically aware and ensures that information and presentations are delivered with the appropriate level of professionalism and tailored to the level of understanding of the audience</li> <li>• Leads and influences the development of policy and processes at a regional level</li> </ul>
<b>Health, Safety and Wellbeing</b>	<p>Understanding Health, Safety and Wellbeing (HSW) is a shared responsibility, no matter what your job at GW we all have a part to play.</p> <p>It’s about keeping HSW front of mind every day in everything we do by bringing our HSW behaviours to life:</p> <ul style="list-style-type: none"> <li>• I will pause and think – and act if safe to do so</li> <li>• I will speak up about HSW – and be willing to engage in the conversation</li> <li>• I will prioritise my own HSW – because I matter</li> <li>• I will look out for my mates – because you matter</li> </ul> <p>Being aware of and following relevant HSW procedures, practices and processes.</p>
<b>Te Tiriti o Waitangi and partnering with mana whenua</b>	<p>Greater Wellington values its relationships with mana whenua in the region and delivering for Māori outcomes is one of our key priorities. All staff at Greater Wellington play a role in contributing to effective partnerships and strong, resilient and prosperous Māori communities. Our Māori Capability Framework and Competency Framework set out the type of actions and skills expected of a Greater Wellington staff member.</p>
<b>Sustainable Resource Management</b>	<p>Promotes sustainable resource management and Greater Wellington’s role and achievements in this area, including making effective and efficient use of resources available.</p>
<b>Your role in emergency management</b>	<p>Greater Wellington has a responsibility to minimise the impacts of emergency events that affect our region and its communities under the CDEM Act (2002).</p> <p>You may be requested to contribute to this by working in an area outside your core role as required in an emergency event and will be supported with training to fulfil your role.</p>

Roles at Greater Wellington may change over time as the organisation develops, this role will require a proactive and flexible approach to manage tasks that support a rapid and innovative environment. *This position description may be reviewed as a result.*



## Ko wai ōku hoamahi - Who I'll work with

Internal relationships	External relationships
Senior Advisor, Business Resilience	CDEM Group Controller(s)
Head of Strategy and Performance	Emergency services and agencies
Greater Wellington Crisis Management Team Controller	Wellington Region Emergency Management Office
Deployed roles when activated	Local Council Emergency Management Advisors
ECC Greater Wellington staff on the deployment list (deployment cohort), Greater Wellington surge staff	National Emergency Management Agency
Greater Wellington people leaders	Regional Emergency Management Advisors
ECC Response Manager and Logistics Team during activation, EOC personnel	
Greater Wellington Health, Safety & Wellbeing team	
Human Resources	

## Ka pēhea taku kawae i ngā mahi - How I'll go about doing my role (competencies)

Click [here](#) for the full competency model.

Core competency	Description
<b>Accountability</b> Ngā Herenga	Takes personal responsibility for decisions, behaviour, and development, and is responsible for how these actions impact on the wider organisation and communities.
<b>Customer Focus</b> Aro pū ki te Kiritaki	Is committed to understanding the needs and best interests of colleagues and our communities to provide them with outstanding service and help them to make informed decisions.
<b>Relationship Building</b> Te Whakakaha Hononga	Develops and maintains genuine working relationships and networks internally and externally in a mana enhancing way.
<b>Curiosity and adaptability</b> Te Pākiki me te Uru tau	Demonstrates a willingness to engage in a changing environment and is flexible and resilient working with change.
<b>Motivation and Drive</b> He Whakakipakipa, He Kōkiri	Is determined to achieve goals and continuously improve.
<b>Collaboration and Inclusion</b> Te Mahitahi me te Whakakotahi	Builds positive partnerships and collaborates effectively with others to achieve objectives.
<b>Working within te ao Māori</b> Te mahi ki rō te ao Māori	Builds their own and others' competency in te ao Māori.
<b>Focusing on Māori outcomes</b> Aro pū ki ngā hua mō Ngāi Māori	Actively seeks and delivers on joint priorities with mana whenua which support better outcomes for Māori.



## Ngā āheinga whakahaere - Leadership Competencies

Leadership competency	Description
<b>Lead with Courage</b>	Is dedicated to leading the GW team toward their vision and values and communicating GW's future direction with clarity and enthusiasm. Has the awareness and courage to front up to difficult situations with sensitivity and integrity.
<b>Strategic Mind-set</b>	Thinks about, assesses, and creates the future for themselves and others.
<b>Motivate and Develop Others</b>	Is committed to getting the best out of people and motivating them to reach their full potential.
<b>Lead Change</b>	Influences and enthuses others through personal advocacy, vision and drive to build a solid platform for change.
<b>Personal Proficiency</b>	Is able to clearly assess own strengths, weaknesses, opportunities, and limits, giving a foundation upon which to grow, develop, and take on new challenges.

## He aha rā ka kawea mai e ahau ki te mahi - What I'll bring to the role (knowledge, skills and experience)

- Significant work experience (at least 5 years) in a similar field e.g. organisational business continuity and emergency/crisis management
- A tertiary qualification in a relevant discipline
- Ability to build 'trusted-partner' relationships, persuade and influence key stakeholders
- Demonstrated ability to build a high performing matrix team across an organisation
- Experience with people management, or mentoring and supporting others to succeed
- Excellent interpersonal skills and able to communicate effectively, both verbally and in writing, with a wide range of people at all levels.
- Experience in training development and delivery.
- Capability in Te ao Māori in line with Greater Wellington's Māori Capability Framework.
- Demonstrated ability to lead and influence across a wide range of diverse groups.
- Experience of working within a relevant local or central government context

## Ngā kōrero mō te tūranga/Role Dimensions/Position Information

	Description
<b>Direct Reports</b>	1 FTE
<b>Indirect Reports (if applicable)</b>	N/A
<b>Budget</b>	Responsible for the day-to-day oversight of the Business Resilience budget line within the Strategy and Performance Function Budget
<b>Financial Delegations</b>	Authority to approve expenditure related to area of responsibility at delegated level. Staff delegations are defined in the Instrument of Delegation which is held by Democratic Services (refer to the Policies, Tools and Forms page on GWennie). Delegations to staff are effective while staff hold their current position.



	Description
<b>Group name, team name</b>	Strategy Group, Strategy and Performance Function, Business Resilience Business Unit
<b>Direct People Leader role title</b>	Head of Strategy and Performance
<b>Version and date last updated</b>	Version 1.1 – updated 12 September 2024

