

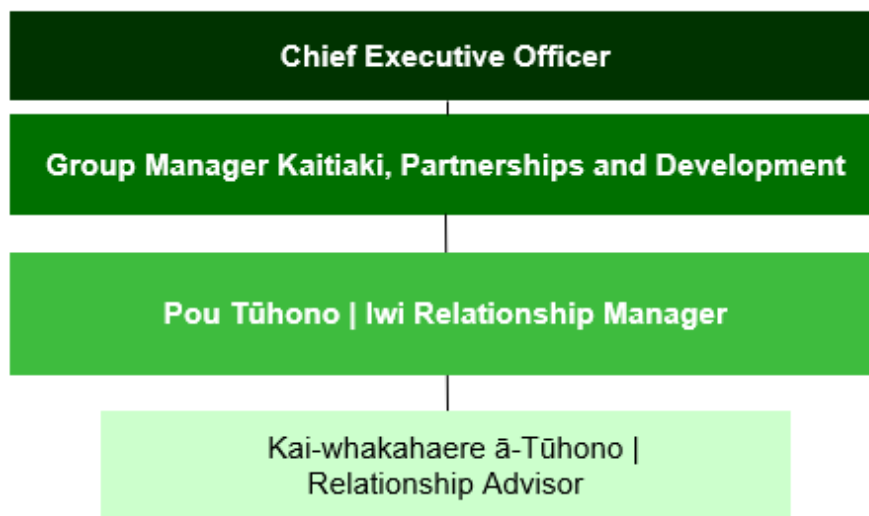


Position Description

Title	Kai-whakahaere ā-Tūhono Relationship Advisor
Group:	Kaitiaki, Partnerships and Development
Reports to:	Pou Tūhono Iwi Relationship Manager
Number of staff reporting to this position	No Direct Reports
Position purpose:	This role supports the Pou Tūhono Iwi Relationship Manager to work with the senior leadership and Council staff to ensure Council's obligations to Māori are met through proactive engagement and culturally appropriate policies and processes. As well as preserving and strengthening Council's partnerships with iwi and Māori communities across the district. The role will assist the Pou Tūhono Iwi Relationship Manager to develop and provide consistent advice, education, guidance, and support an awareness of Te Tiriti, tikanga, Te Reo Māori, Mātauranga Māori, and engagement with iwi/hapū/whānau and hāpori Māori.
Position Grade	14
Date:	August 2026



Organisation context



Our Vision: Making a difference

We as a Council strive to make a difference in our community in everything we do. In our work, in our district, and in our staff culture.

Making a difference means doing your job to the best of your ability, to improve the district, the towns we live in, and the lives of the people who live in Matamata-Piako.

The way we do things, has a real opportunity to make a difference in the lives of those who live in our communities.



Our Mission: Working with the community

Our mission is to work with the community to enhance the lives of all those in the district.

What we do has a direct effect on our community - the better the quality of our work and the more we work with our community, the better our community will be.

What we do matters.



Our Values: We do it right, we do it better, we do it together



Expected behaviours

We do it right

- We are accountable for our actions
- We take ownership of our work
- We provide great customer service
- We are professional in all our dealings with others
- We are aware of how our actions reflect on Council
- We are open and honest with each other
- We are trustworthy
- We are responsible for our own wellbeing and the wellbeing of our workmates

We do it better

- We are open to learning and change
- We are self motivated and we use our initiative
- We learn from our mistakes
- We challenge the status quo
- We strive for continuous improvement
- We are friendly, helpful and flexible
- We are solution centred

We do it together

- We work together as one team
- We respect and accept the views of others
- We are informed and we keep others informed
- We share our knowledge with other teams
- We celebrate success
- We are actively involved as part of the team



Key accountabilities

The position of **Kai-whakahaere ā-Tūhono** encompasses the following functions or Key Accountabilities:

- Relationships & engagement
- Internal Capability Development
- Policy advice and administration support
- Events and other activities
- Cover and support
- Safety and Wellness
- Customer, Community and Stakeholder Focus
- Organisational Contribution, Risk and Compliance
- Business Resilience / Civil Defence Emergency Management (CDEM)

The requirements in the above Key Accountabilities are broadly identified below:

Jobholder is accountable for	Jobholder is successful when
1.Relationships & engagement • Assist with developing and maintaining relationships with Iwi/Māori, creating a culture that is focused on effective relationships that enables the organisation to align to its strategic direction for Māori relationships and participation. • Assist with the development of systems and processes that improve the effectiveness of Iwi/Māori involvement in Council processes.	• Assistance is provided to develop and maintain relationships. This is demonstrated by Iwi/Māori participation in consultation and decision-making processes as applicable. • Systems and processes are developed that improve the effectiveness of Iwi/Māori involvement in Council processes.



2. Internal Capability Development • Support is provided to senior managers, elected members and staff on iwi/hapū and Māori matters (local and wider). • Ensure Council staff are supported in ongoing learning to increase their ability to work effectively with iwi/Māori, in particular in relation to Council processes and decision making. • Assist with the development and delivery of the annual programme to coach, enable and support staff and elected members to develop skills and knowledge in: • Te Ao Māori • Mātauranga Māori • Tikanga • Te Tiriti o Waitangi • Te Reo Māori • Mana Whenua history of the MPDC rohe • And gain an awareness of Māori perspectives and issues relevant to Iwi/Hapu/Māori	• Senior managers, elected members and staff have an appreciation of iwi/hapū and Māori matters (local and wider). • Iwi/hapū partners are informed and supported to engage in Council processes and decision making. • The programme is delivered as planned (within agreed timeframes). • Measures of success as outlined in the programme are met.
3. Policy Advice & Administration support • Provide advice to staff when developing Council policy, planning and strategy to ensure opportunities for Māori engagement are present and to promote mutual benefit for Council and iwi/hapū through the Council work programme. • Undertake general administration duties as requested – such as arranging meetings, catering, photocopying/printing, research,	• Advice provided in a timely and accurate manner. • Administration duties undertaken as required in an accurate and timely manner.



assisting with document preparation and distribution, and saving documents into CM. Assist the 'Te Ohu Tūhono' team with other tasks and projects as required. Provide and review te reo Māori translations for organisational documents, communications, publications, and other council materials to support the accurate and appropriate use of te reo Māori across the organisation.	Assist the 'Te Ohu Tūhono' team with tasks and projects as required. Projects and tasks are completed accurately and by the required date.
4.Events and other activities - Provide (or facilitate the provision of) pōwhiri/mihi whakatau and other protocol related activity as required for internal and external events. - Provide advice and support to ensure that Tikanga Māori is incorporated into events as required. - Attend formal events, functions and meetings to support and advise	- Support is provided in 'Pōwhiri/mihi whakatau' as required. - Support is provided at events as required. - Formal events, functions and meetings are attended as required.
5.Cover and support To provide cover and support as directed by your manager	Cover and support is provided as required, with a flexible and team-focused approach.
6.Safety and Wellness	



• Taking day-to-day responsibility for working safely and supporting the wellbeing of yourself and others. • Following safe work practices, using required controls (including PPE), and stopping work if it is unsafe. • Identifying hazards/risks, applying controls, and escalating issues you cannot resolve. • Reporting events (including near misses), participating in investigations/learning reviews where required, and contributing to continuous improvement in safety and wellness.	• Work is planned and carried out safely, with hazards/risks identified early and managed appropriately. You participate in safety and wellness training, health monitoring, and return-to-work processes as required for your role. • You consistently follow MPDC safety and wellness requirements, including contractor or volunteer management and procurement processes where applicable. • You speak up, stop unsafe work, and escalate concerns early. • You report safety events promptly and contribute to learning and improvement.
7.Customer, Community and Stakeholder Focus • Providing professional, timely and respectful service to customers and colleagues across all channels (phone, face-to-face, email and written correspondence). • Recording, progressing and following through customer requests in line with agreed processes and service standards. Communicating clearly, using plain language where appropriate, and keeping people informed of progress and outcomes. • Showing cultural awareness and respect in day-to-day interactions, including understanding the relevance of Te Tiriti o Waitangi to your	• Customers receive timely, accurate and respectful service, with clear information and appropriate follow-up. • Requests and enquiries are recorded correctly, progressed efficiently, and action taken decision communicated within expected timeframes.



role and considering Māori and community perspectives where required.	Interactions demonstrate cultural awareness and support constructive relationships with colleagues, stakeholders and the community.
8. Organisational Contribution, Risk and Compliance - Contributing to the wider organisation's success beyond your immediate tasks by working collaboratively, sharing information early, and supporting a positive team culture. - Using approved systems and processes to keep information accurate, complete and up to date (including records and customer/service information as required). - Complying with Council policies, procedures and legislative requirements relevant to your role, and raising concerns early if you are unsure or see something that may be a breach. - Using Council digital and technology systems responsibly and in accordance with Cybersecurity policies and guidance (including protecting login credentials, handling information appropriately, and reporting cyber incidents or potential risks). - Following procurement and purchasing requirements when ordering goods/services, including seeking approvals and using delegated authority processes where applicable. - Supporting a risk-aware culture by identifying risks in your work, applying controls, and escalating new or changing risks.	- You work constructively with others across the organisation, contribute to continuous improvement, and build your capability through learning and development. - Work is completed using approved processes and systems, with accurate records and information. This includes payroll processes such as time-sheets and leave applications, and keeping business processes up to date. - Policies are complied with and procedures are followed, and issues or uncertainties are raised early. - Digital tools are used responsibly and securely; potential cyber risks are identified and reported. - Purchasing and procurement activities are completed correctly and on time, and approvals are obtained where required. - Risks are identified, controls are applied and new risks are reported.



• Participating in required learning and development, applying new skills, and sharing knowledge to improve outcomes.	• L&D processes are followed and development needs are discussed with your manager.
9. Business Resilience / Civil Defence Emergency Management (CDEM) • Recognising that business continuity, crisis management and CDEM is a shared responsibility across Council. • Completing required CDEM/business continuity training and understanding your role in an emergency. • Considering business continuity and CDEM impacts in day-to-day work, raising risks or improvement opportunities when identified. • Participating in readiness activities, exercises, and response or recovery activities when required (including undertaking duties outside normal BAU during events).	• You understand your responsibilities in an emergency and follow instructions during events. • Required training is completed and kept up to date. • Risks and impacts to service delivery are raised early and improvement opportunities are identified. • You participate in readiness, response and recovery activities when required.

Note

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.



Work complexity

Most challenging duties typically undertaken:

- Supporting MPDC staff with operational relationships, activities and dialogue with iwi/hapu, sometimes with historically complex unresolved issues.
- Advice and support to MPDC staff on Iwi/Mana Whenua engagement.
- Contributing to project teams and policy analysis in a changing or uncertain project environment
- Support the learning opportunities and cultural experiences for staff and/or councillors.
- Support MPDC's growth in awareness and understanding of mātauranga Māori and establishing its importance and relevance in relationships.
- Multi-tasking and supporting delivery milestones.
- Navigating between two worlds - able to operate independently (demonstrate impartiality) and not represent iwi or hapū in council matters, yet maintain strong relationships.

Key relationship skills

Key internal and/or external contacts	Nature of the contact most typical (e.g. courtesy, giving/receiving information, explaining things, liaising, advising, gaining cooperation, facilitating, influencing and persuading, resolving minor conflicts, mediating, negotiating, formal negotiation, supervising, leading.)	Frequency of interaction D - daily W - weekly M - monthly
Public	Courtesy, giving/receiving information, explaining things to people, clarifying needs	W
MPDC staff and managers	Giving and receiving information, explaining things to people, liaising, training, gaining cooperation, advising, influencing and persuading	D
Elected members	Liaising, giving receiving information, advising	M
Iwi and other stakeholders	Liaising, giving receiving information, advising, gaining cooperation, facilitating	W

Examples of the situations which require the use of the highest level of communication or influencing skills:

- Supporting project teams and policy analysis
- Supporting staff with operational relationships, activities and dialogue with iwi, sometimes with historically complex unresolved issues.

Examples where the role co-ordinates or provides coaching or monitors the work of other people not reporting directly to the role (e.g. contractors)? Two examples, how often?

- Provide coaching or training to staff
- Support elected members as required



Person specification

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current jobholder has.) This may be a combination of qualifications/experience, knowledge or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Essential	Preferred
Education and qualifications • Full NZ Driver Licence • Tertiary qualification in relevant field Knowledge and experience • 1-2 years practical experience in related field • Proficient in te reo Māori and has a sound understanding of tikanga Māori • Clear understanding of Mātauranga Māori and ability to communicate Māori perspectives and values to Māori and non-Māori audiences. • Excellent interpersonal and communication skills. • Experience contributing to policy development • Experience establishing and maintaining relationships	• Experience in the preparation of reports to boards, committees and/or councils. • Experience in a local authority, government agency or private organisation in a similar position. • Knowledge of the Waikato region including Hauraki

Skills & Competencies

- Communication - Clearly conveys information and ideas through a variety of appropriate media to individuals or groups in a manner that helps them understand and retain the message. Communicates in a compelling and articulate manner that instils commitment
- Interpersonal Skills - Establishing and maintaining relationships with staff, customers and suppliers to improve the overall effectiveness of the position



- Political Awareness - Understands the workings of local government. Recognises the boundaries between governance and management/administration and acts accordingly. Applies understanding of organisational culture and climate to decisions and actions
- Research - Understands the value in conducting effective research and can research from relevant sources to facilitate decision making
- Organisation Skills - Has a systematic approach that leads to the successful completion of tasks and events. Has ability to programme and organise work, and keeps functional records and filing systems in order.
- Attention to detail - ability to accurately check processes, tasks and / or information no matter how small

Change to position description

From time to time it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Position holder

Date

