

JOB DESCRIPTION July 2025

Title and Reporting Relationships

Position Title: **Business Partner Communications and Engagement; Communications Engagement and Events team; Customer and Community Group**

Salary: SP 18

Reports to: Manager Communications Engagement and Events

Direct Reports: Nil

Indirect Reports: As may be required pending the nature of a project or specific section of work programme.

Purpose of the Group and the Position **The Customer and Community Group** plays a key role in Councils' daily customer interactions, providing support at our Customer Service desks, assisting local business and customers with environmental standards, and helping residents and visitors access our facilities, services, and programs at locations such as swimming pools, libraries, museums, parks, and events. This group fosters connections between the community and the services we offer to enhance everyday life in the district.

How the Council talks to and interacts with its customers and communities is critically important. The Business Partner Communications and Engagement's role within the Communications, Engagement and Events team is to provide communications leadership, and high-quality strategic communications and engagement advice and support to managers and project leads within allocated portfolios.

The Business Partner Communications and Engagement is agile and responsive and partners effectively to influence decisions and develop and implement effective communication and engagement strategies and plans that make an impact and support the achievement of strategic priorities. They will use their aptitude for understanding and communicating complex issues to a variety of audiences and knowledge of International Association of Public Participation (IAP2) principles and frameworks to create opportunities for people to understand and get involved in the work of the Council. to understand and get involved in the work of the Council.

This role requires a natural collaborator with a high level of strategic agility and political nous, outstanding relationship management skills, a sharp eye for detail, and a passion for getting things done.

Due to the nature of this role, flexibility with working hours will be required to accommodate the need to work outside of the Council's usual office hours from time to time.

Internal Contacts:

- Communications, Engagement and Events team members
- Activity Managers and programme leads
- Senior Leadership Team
- Mayor, Councillors and Community Board Members
- Other Staff

External Contacts:

- Kāpiti residents, ratepayers and community groups
- Tāngata Whenua
- Staff in other local government, central government and non-government agencies
- Media representatives
- Business representatives
- Contractors, service providers and suppliers

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, Council must be well positioned and supported to meet the current and future needs of our communities for good quality local infrastructure, local public services, and performance of regulatory functions in a way that is cost-effective for businesses and residents. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influences how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

We require all staff to demonstrate behaviours that underscore our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers' needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of Te Tiriti o Waitangi within the context of a local authority.

Functional Key Requirements

Strategic Communications Advice, Planning and Delivery

- Lead the business partnering relationship with your allocated group(s) portfolio and provide pro-active, high quality strategic communications and engagement advice, support and services to support the achievement of Council's strategic priorities and associated work plans, and other issues as they arise.
- Support group managers, managers and project leads within your allocated portfolio to identify and mitigate potential reputation risks, leverage opportunities, communicate effectively, and nurture key stakeholder and community relationships.

- Provide well-considered communications and engagement advice that considers our operating environment and the needs of our stakeholders and community, supports the achievement of Council's strategic priorities and desired communication outcomes.
- Develop, implement and measure the effectiveness of communications and engagement plans for projects, and proactively identify and manage risks and issues within your allocated group(s) portfolio.
- Provide collegial support and back-up for the other Business Partner Communications and Engagement and members of the wider Communications, Engagement and Events Team as required.
- Support elected members and senior leaders in their communications activities where directed.
- Advise on and co-ordinate responses to media queries, including preparing media statements and liaising with media as required, and preparing media spokespeople for interviews.
- Support the ongoing development and growth of Council's online channels and ensuring that online content is of a high standard, meets accessibility requirements, makes an impact and encourages participation in Council's services, facilities, and activities.
- Promote and uphold Council's corporate brand and style guides, Communications, Media and Social Media Policy, and accessibility requirements.

Organisational Leadership

- Provide communications and engagement leadership, advice, and support across key programmes and projects within your allocated portfolio.
- Work with the Manager Communications, Engagement and Events to lift communications and engagement capability across Council and enhance organisational culture and performance.
- Conduct regular environmental scans to help inform conversations within your allocated group(s) portfolio and deepen Council's understanding of our stakeholders and community.
- Champion and model joined-up engagement and communications thinking and planning across programmes and projects within your allocated group(s) portfolio to support the achievement of Council priorities.
- Support and promote ways to increase customer satisfaction and deliver operational efficiencies through improved engagement and communications practice.
- Exhibit behaviour consistent with the principles of the Treaty of Waitangi and its application for the Council.
- Demonstrate a commitment to explore new ways of engaging, this includes working with AI and new technology, to enhance opportunities for people to participate in Council's mahi, services and activities.
- Demonstrate a commitment to organisational values through behavior that is consistent with our caring, dynamic and effective approach to customer service.

Personal Key Results

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively, and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self-development to enhance skills and knowledge applicable to current and future positions.

- Exhibit behavior which is consistent with the understanding of Te Tiriti o Waitangi and its application for the Council.

Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying work place risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- Taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment;
- Reporting any risks and/or hazards you become aware of in the workplace;
- Observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment;
- Notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours;
- Notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- Complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge and Experience

Tertiary qualification in communications, marketing or related field is desirable. The person holding this role will have well-honed strategic engagement and communications strategy and planning skills and will be able to demonstrate the following:

- At least 5 years' experience in communications and engagement practice at a senior level, ideally within public sector environment.
- Proven strong foundation and knowledge of communications principles and practices including best practice.
- Demonstrable excellent strategic and critical thinking skills with the ability to see the big picture, define problems clearly, analyse issues, and give thorough, objective, and sound guidance and advice.
- Strong interpersonal and communication skills, with the ability to build effective relationships at all levels, influence key decisions, and navigate complex issues.
- The ability to work independently and effectively under pressure, cope with change and manage competing priorities in a fast-paced environment.
- Excellent written and verbal communication skills, including the ability to communicate complex information to a wide variety of audiences through a range of communications channels.
- Demonstrated experience with media related matters, including liaising with media, advising on and preparing media statements.
- Experience in planning and curating content for a range of online channels, including social media, web and e-newsletters.
- Knowledge and/or training in International Association of Public Participation (IAP2) principles and frameworks.
- Confidence to positively challenge established ways of doing things by sharing resourceful ideas and solutions; pushes for continuous improvement in all ways of doing things and a champion of quality communication methodologies.
- High level of computer literacy and a solid understanding of the digital communication and engagement practices.

- Commitment to delivering customer service excellence.
- Demonstrated understanding of the need for, and ability to exercise discretion, good judgment and political sensitivity within the unique local government environment.
- Commitment to the Principles of Te Tiriti o Waitangi and furthering imbedding te ao Māori in communications and engagement practice.
- Willingness to learn and embrace AI and new technologies that can create efficiencies and enhance communications and engagement practice.
- Knowledge of public information management practice in an emergency is desirable.
- A current and valid NZ Drivers Licence is essential.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Te Tiriti o Waitangi

Kapiti Coast District Council has a responsibility to contribute to meeting obligations under Te Tiriti o Waitangi. Meeting our commitment to Te Tiriti will contribute towards creating an organisation that is grounded, dynamic and resilient and supports our organizational values of being Caring, Dynamic and Effective in how we work.

Staff will contribute to the promotion of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for matters related to and important to them within the Council management processes and procedures.

Inclusion of Te Tiriti o Waitangi within all aspects of the role and its outcomes is necessary, while ensuring the engagement processes include appropriate mechanisms to meet the needs and aspirations of our hapori Māori, informed by our mana whenua partners – in an appropriate and safe manner.

To give effect to our responsibilities and achieve our respective outcomes – Tiriti training will be appropriate and organised through Te Rōpū Hononga ā-Iwi / Iwi Partnerships Group.

Civil Defence, Emergency Management and Business Continuity Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence and/or Emergency Management duties in the event of an emergency. (Training will be given as appropriate.) Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.

JD APPENDIX - GENERIC ORGANISATIONAL COMPETENCIES

Leadership	<ul style="list-style-type: none"> • All employees of the Council are expected to be leaders in supporting the Council's vision, role modelling the delivery of consistent high customer service levels to internal and external customers and championing Council values. • Leaders are expected to actively contribute to achieving the Council's aspirations with respect to the relationships with Te Āti Awa ki Whakarongotai, Ngāti Toa Rangatira and Ngā Hapū o Ōtaki; and be willing and able to provide thought leadership and quality advice to enable our elected members to make good decisions. • People Leaders are expected to: effectively build and maintain an engaged, healthy, thriving and high performing team; ensure their people are current in their knowledge of legislation and training is available to keep pace with best practice. • Ensure people policy and practices are consistently observed and implemented and opportunities exist for ongoing professional growth and development; ensure their people are consistently working collaboratively with other Council teams in the delivery of operational and strategic outputs; effectively manage day to day work output and timeframes; schedule and conduct regular team meetings to enable opportunities for team members to be informed and up to date in their areas and those areas that cross over with other teams. • Ensure individual team member performance is monitored, reviewed with appropriate and timely feedback, and written performance reviews are formally completed in a timely manner; ensure adequate provision of backup/cover for team members; establish an effective performance culture within their team, including ongoing performance appraisals with clear performance indicators and consistent standards. • Team Leaders/Supervisors/Managers are accountable for the leadership, support and coaching of their team members, the fostering of a teamwork approach to the delivery of both the team and the Group's outputs, and the identification of training and development as appropriate; enable, create and encourage linkages across the Council and the region for the benefit of all, the delivery of work programmes and the achievement of strategic priorities; embed strong leadership within their team and across the wider Council leadership group that drives increased diversity, engagement, capability and performance.
Legislative Compliance	<ul style="list-style-type: none"> • Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).
Project Management	<ul style="list-style-type: none"> • Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.

	<ul style="list-style-type: none"> • Ensure documentation is current, available as required and is prepared using Council standard templates/documentation. • Ensure Council processes and procedures are complied with.
Customer Service	<ul style="list-style-type: none"> • Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values. • Always maintain confidentiality.
Teamwork	<ul style="list-style-type: none"> • Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required. • Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises. • Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement. • Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.
Financial Management	<ul style="list-style-type: none"> • Ensure all financial activity is conducted in accord with current policy and procedures. • Ensure you work within your financial delegation.
Monitoring and Reporting	<ul style="list-style-type: none"> • Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes. • Review, monitor and report on activity or projects as required by the manager.
Relationship Management	<ul style="list-style-type: none"> • Build and maintain effective professional working relationship with all key stakeholders. • Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.
Information Management	<ul style="list-style-type: none"> • Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.

