

ROLE DESCRIPTION

August 2019

Title and Reporting Relationships

Position Title: **Communications and Engagement Advisor (12 month fixed term/part time), Communications Team, People & Partnerships Group**

Salary: **SP 15-17** depending on the level of experience

Reports to: Communications and Engagement Manager

Direct Reports: Nil

Purpose of the Group and the Position The People and Partnerships Group is made up of five main teams: Communications and Engagement; Customer Services; Democracy Services; Iwi Relationships; and Connected Communities.

Within this group the Communications and Engagement Advisor works within the Communications team to help create opportunities for the public to understand and get involved in the work of the Council and for staff to understand and be excited by our organisation's culture, direction and performance.

This position has a strong internal focus. The Communications and Engagement Advisor will work collaboratively with the Communications team, Organisational Development Manager and senior leaders to implement the Council's Internal Communications and Engagement Strategy to advocate for and share best practice internal communications and engagement across Council.

Indirect Reports: Nil

Internal Contacts:

- Communications and Engagement Manager
- Communications team members
- Organisational Development Manager
- Health & Safety Committee Members
- Corporate Services Activity Managers
- Chief Executive and Senior Leadership Team
- Other Council managers and staff

External Contacts:

- Kāpiti residents, ratepayers and community groups
- Tāngata Whenua

- Staff in other local government, central government and non-government agencies
- Media representatives
- Contractors, service providers and suppliers

Role of Kāpiti Coast District Council

In the current local government environment the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services and performance of regulatory functions in a way that is most cost-effective for businesses and households. 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 influence 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.

Our behaviours demonstrate our commitment to build and maintain an organisation that is acknowledged and respected for its Open for Business approach. We do this by 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 the implications of the Treaty of Waitangi on the operations of a local authority.

FUNCTIONAL KEY RESULTS

Communications and Engagement Planning and Delivery

- Develop, implement and measure internal communication and engagement strategies and plans that support the achievement of the Council's goals, and the roll-out of internal projects and change initiatives.
- Lead the implementation of internal communications across multiple channels including writing key messages for Chief Executive and other senior leaders and producing content for the Council's intranet and internal newsletter.
- Bring the Council's organisational culture, direction and caring, dynamic and effective values to life in a compelling and consistent way
- Seek out opportunities for organisational leaders to better identify and communicate more effectively with their people and look for opportunities to develop new internal communications channels
- Develop and implement a staff recognition framework and awards programme
- Uphold Council's corporate brand and style guide.

Organisational Leadership and Change

- Work with the Communications and Engagement Manager to share internal communications and engagement best practice and provide leadership and development to up-skill and grow the confidence of peers, colleagues and senior managers in engagement and communications;
- Champion and model joined-up internal engagement and communications thinking and planning across council groups, programmes and projects; and
- Support and promote ways to increase staff engagement through improved internal communications and engagement practice.
- Champion, implement and build colleague's understanding of the Council's Engagement and Communications Strategy

Relationship Management

- Build and maintain positive, constructive and effective professional working relationships with all key internal stakeholders and customers.

Project Management

- Effectively manage assigned projects to ensure they are delivered on time and within budget, monitor and report regularly to manage risk and provide updates to key internal stakeholders
- 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

- Champion organisation-wide delivery of our Open for Business approach by demonstrating a caring, dynamic and effective customer service delivery.
- Link to the opportunities provided by the Engagement and Communications Strategy to continually improve our understanding of our customers; and in so doing gain insight that enables us to anticipate and exceed customer expectations.
- Maintain confidentiality at all times.

Financial Management

- Ensure all financial activity is conducted in accord with current policy and procedures
- Ensure you work within your financial delegation.

Teamwork

- Participate willingly and positively in building organisational capability in best practice internal communications and engagement.
- Provide a contribution to or participate in any projects and initiatives within the Group/organisation where the opportunity arises.
- Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.
- Fully participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.

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.

Personal Key Results

- Exhibit behaviours consistent with the established values of the council.
- Contribute positively and effectively to the operation of the team and Group as a whole.
- Champion and support the delivery of the Council's Engagement and Communications Strategy.
- Champion the organisation's culture, direction and performance
- Establish and maintain excellent working relationships with all internal customers and stakeholders.
- Take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future positions.
- Exhibit behaviour consistent with the understanding of the Treaty of 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 practising 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;
- 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;

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.

PERSON SPECIFICATIONS

Essential Skills, Knowledge and Experience

- Relevant Tertiary Qualifications in communications, marketing, media and/or public relations; or an equivalent level of experience
- Experience in a similar role developing and delivering internal communication and engagement strategies and plans
- Strong writing, editing and content creation skills across multiple channels and for multiple audiences
- Project planning and project management skills to provide effective end-to-end delivery of internal communication plans
- Experience managing internal communications channels and platforms including intranet and employee newsletters and e-newsletters
- An ability to think at a strategic organisational level and at the same time be hands on and deliver on the ground communications is essential.
- An ability to cope with change; adjust to and work with a variety of situations and individuals
- Demonstrated ability to work effectively under pressure, remaining calm and able to convey clear direction
- 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
- Demonstrated effective time management and organisational skills
- Demonstrated understanding of the need for, and ability to exercise discretion, good judgment and political sensitivity within the unique local government environment
- An understanding and appreciation of Council business
- A current and valid NZ Drivers Licence is essential.

OTHER INFORMATION

Civil Defence Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence duties in the event of an emergency. (Training will be given as appropriate). 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.

Chief Executive Date