

**JOB DESCRIPTION**  
**July 2025**

**Title & Reporting Relationships**

<b>Position Title:</b>	<b>Communications Coordinator; Communications, Engagement and Events Team; Customer and Community Group</b>
<b>Grade:</b>	SP 11
<b>Reports to:</b>	Team Leader Communications and Engagement
<b>Direct Reports:</b>	Nil
<b>Indirect Reports:</b>	As may be required pending the nature of a project or specific section of work programme.
<b>Purpose of the Group and the Position:</b>	<p><b>The Customer and Community Group</b> 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.</p> <p>The Customer and Community Group is responsible for a significant portion of Councils' customer interactions, every day as people choose to use our facilities, services and programmes at swimming pools, libraries, museums, halls, parks, sports fields, ecological reserves, and events. This group connects communities to the services we deliver that support the everyday lives of residents and visitors to the district.</p> <p>The Communications Coordinator works across the Communications, Engagement and Events Team to provide administrative support to the team, and support the creation and distribution high quality, engaging and accessible content that sparks curiosity, makes an impact, and helps the public to understand the work of our Council and the services and facilities we provide.</p>
<b>Internal Customers:</b>	<p>This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders including:</p> <ul style="list-style-type: none"> <li>• Communications, Engagement and Events team members</li> <li>• Teams within the Customer and Community Group</li> </ul>

- Council managers and staff

**External Customers:**

- Residents, ratepayers and community groups
- Tangata Whenua
- Contractors and suppliers

### KEY RESPONSIBILITIES AND OUTCOMES

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 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 support and content curation

- Positively contribute to the mahi of the Communications, Engagement and Events team, this includes monitoring Communications team inboxes, sourcing and maintaining digital assets, logistical support for stakeholder and community engagement activity, coordinating advertising placement, supporting the team’s administrative needs, and upholding Council brand and style guides, and accessibility requirements.
- Work collaboratively with the team to encourage participation in annual grants programmes, our community facilities, and support the planning and delivery of campaigns and community engagement activity.
- Support the production and delivery of Council’s weekly e-newsletters, print supplements, public notices, paid advertising, signage, and informational/educational material.
- Work collaboratively with members of the Communications, Engagement and Events Team to inform, engage and inspire our people through the placement of timely and accurate stories on our staff intranet and noticeboards and support the delivery of internal campaigns and events.
- Assist when required, with managing public information during emergency events.

#### Relationship Management

- Build and maintain effective working relationships with all council staff members based on a collaborative, collegial and cooperative working style.
- Build and maintain effective professional working relationships with suppliers and key stakeholders.

#### Customer Service

- Maintain a professional, courteous, and helpful attitude to all customers ensuring communication is accurate, succinct and in a manner which promotes customer service excellence.

- Look for opportunities to continually improve our understanding of our customers; and in so doing gain insight that enables us to anticipate and exceed customer expectations.
- Exercise good judgment and maintain confidentiality at all times.

#### **Teamwork**

- Positively contribute to projects and initiatives within the Communications, Engagement and Events team and organisation where the opportunity arises.
- Fully participate as a member of the Communications, Engagement and Events team maintaining positive working relationships, attending team hui and planning sessions, and providing support where required, and undertaking all tasks in a professional and timely manner.

#### **Financial Management**

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

#### **Monitoring and Reporting**

- Review, monitor and report on activity as required.
- Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.

#### **Information Management**

- 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.

#### **Project Management**

- Effectively manage assigned tasks and/or projects to ensure they are delivered on time and within budget.
- Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.
- Ensure compliance with Council policies, processes and procedures.

#### **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 workplace 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 at least two years' experience in a similar or related role is desirable.
- Effective interpersonal skills with a demonstrated commitment to customer service excellence.
- Excellent written communication skills, a creative streak, and a sharp eye for detail.
- Experience or knowledge of Adobe Creative Suite, Mailchimp, social media platforms, and content management systems.
- Willingness to learn and adapt to AI and new technologies.
- Excellent organisational skills along with the ability to establish priorities and meet deadlines, and work effectively without supervision and collaboratively as an effective team member.
- Have a 'can do attitude' with a strong work ethic and be comfortable with change.
- Demonstrated understanding of the need for and ability to exercise discretion, good judgment and political sensitivity within the unique local government environment.
- An understanding of te ao Māori is advantageous.
- An interest in the provision of public information in emergency events is desirable.
- Holder of a current and valid New Zealand Drivers Licence.

### **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.