JOB DESCRIPTION
November 2026

Title & Reporting Relationships

Position Title:	**Te Kaitohutohu Whakahaere Ohotata, Advisor Emergency Management - Welfare, Emergency Management team, Infrastructure and Asset Management Group.**
Grade:	SP16
Reports to:	Manager Emergency Management
Direct Reports:	Nil
Indirect Reports:	Nil. May coordinate work with staff or volunteers during projects, exercises or emergency activations as required.

Purpose of the Group and the Position:

The Infrastructure and Asset Management Group comprises Project Management Office, Operations, Access and Transport, Stormwater and Coastal Assets, Water and Wastewater Services, and Property and Facilities Maintenance.

The Group is responsible for developing, implementing and maintaining infrastructure and asset management processes that support effective, sustainable and customer-focused Council services.

Within this Group, the Emergency Management Advisor supports Council's emergency management readiness and response capability, with a focus on local welfare coordination, Emergency Assistance Centre readiness, training, exercising, workforce capability and community preparedness.

The position undertakes the responsibilities of Local Welfare Manager and works with internal teams, mana whenua, welfare agencies, community organisations, social service providers and regional partners to support effective local welfare arrangements.

The role contributes to emergency management planning, readiness monitoring, continuous improvement and business continuity activities, and may be required to undertake duties within Council's Emergency Operations Centre, Emergency Assistance Centre or wider emergency response structure during activations.

Internal Customers: This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders including:

- Manager Emergency Management
- Senior Emergency Management Advisor
- Emergency Management Team
- Local Controllers and Response Managers
- Emergency Operations Centre workforce
- Emergency Assistance Centre workforce
- Wider Council teams involved in emergency management readiness, response, welfare, training, facilities, communications, and community preparedness

External Customers:

- Wellington Region Emergency Management Office
- Wellington Region Group Welfare Coordination Group
- Kāpiti Community Network
- Local welfare agencies and social service providers
- Mana whenua, iwi, and Māori organisations
- Community organisations and volunteer groups
- Local emergency services
- Neighbouring councils and regional CDEM partners, where relevant

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 RESULTS

Emergency Management Readiness and Programme Delivery

- Contribute to the development, review and maintenance of emergency management plans, procedures, guidance and readiness arrangements.
- Support delivery of assigned emergency management work programme activities, including readiness reporting, workforce data and capability monitoring.

- Identify practical opportunities to improve local systems, processes and response arrangements, and support implementation of agreed improvement actions.
- Support community-focused emergency management initiatives that build local preparedness and community resilience.

Local Welfare Management

- Fulfil the role of Council's Local Welfare Manager, including developing, maintaining and reviewing local welfare plans, procedures and operational guidance.
- Coordinate Council's welfare arrangements in alignment with regional and national welfare frameworks.
- Build and maintain effective relationships with welfare agencies, government agencies, NGOs, mana whenua, community organisations and social service providers.
- Provide welfare advice and support to the Emergency Operations Centre and Incident Management Team during activations, including monitoring and reporting on welfare risks, issues and community needs.
- Chair and coordinate the Kāpiti Local Welfare Committee and represent Council on the Wellington Region Group Welfare Coordination Group.

Emergency Assistance Centre Capability

- Contribute to the development and maintenance of Emergency Assistance Centre plans, procedures, resources and operational guidance.
- Coordinate readiness of Emergency Assistance Centre facilities, systems, equipment, staffing arrangements, role descriptions, checklists and activation processes.
- Support recruitment, onboarding, training, exercises and readiness activities for Emergency Assistance Centre personnel.
- Identify Emergency Assistance Centre capability gaps and coordinate practical actions to improve readiness, staffing, systems and operational performance.
- Support Emergency Assistance Centre activations as required.

Training, Exercising and Workforce Capability

- Support the development, coordination and administration of Council's emergency management training programme.
- Maintain accurate training and capability records for the emergency management workforce, including readiness status and information required to support payment of applicable readiness allowances.
- Support induction, onboarding and training pathways for Emergency Operations Centre, Emergency Assistance Centre and surge workforce personnel.
- Support the planning, coordination, delivery and evaluation of emergency management exercises and workshops.
- Identify workforce capability gaps and recommend practical improvement actions that build staff confidence and readiness for emergency activations.

Continuous Improvement

- Contribute to lessons management following exercises and emergency activations.
- Support implementation of improvement actions relating to welfare, training, exercising, workforce capability and local response arrangements.
- Maintain accurate records, reports and documentation to support emergency management readiness and decision-making.

Emergency Response Responsibilities

- During emergency activations, undertake assigned response roles consistent with the position holder's training, experience and formal appointment. The position's primary response responsibility is Local Welfare Manager, but other roles may include Welfare Coordination Lead, Emergency Assistance Centre Manager or Coordinator, and other Emergency Operations Centre or Incident Management Team support functions.
- Where appropriate and approved, deploy outside the district to support emergency response activities for another council, CDEM Group or partner agency.

Administrative Support

- Provide coordination, documentation, scheduling and reporting support for emergency management and business continuity activities.
- Support the Emergency Management Team in day-to-day operations and assigned projects.

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 behaviour 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 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

- At least 5 years relevant experience in emergency management, welfare coordination, community resilience, training, exercising, workforce capability or a related field.
- A tertiary qualification relevant to emergency management, welfare coordination, community resilience, training, exercising, workforce capability or a related field.
- Sound understanding of emergency management principles, CIMS and relevant emergency management legislation, including the Civil Defence Emergency Management Act.
- Strong relationship management skills, with the ability to work constructively with Council staff, mana whenua, community organisations, welfare agencies, social service providers, volunteers and emergency management partners.
- Experience coordinating training programmes, exercises, workshops or capability development activities.
- Strong communication and facilitation skills, including the ability to prepare reports and present information to a range of audiences.
- Strong organisational, planning and time management skills, with the ability to manage multiple priorities.
- Sound analytical and problem-solving skills, with the ability to identify issues and recommend practical solutions.
- Ability to remain effective and make sound decisions under pressure during emergency activations.
- Proficiency in Microsoft Office applications and information management systems.
- Current full New Zealand Driver Licence.

Desired

- Experience working in local government, the public sector, or a related emergency management environment.
- Experience in welfare coordination or Emergency Assistance Centre (EAC) operations.
- Experience working with communities, mana whenua, schools, volunteers, or community resilience initiatives.
- Experience supporting emergency management planning, readiness, response, or community preparedness programmes.

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

Kāpiti 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 organisational 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 will 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	• 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	• 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	• Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key 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	• 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 organisational values. • Always maintain confidentiality.
Teamwork	• 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	• Ensure all financial activity is conducted in accord with current policy and procedures. • Ensure you work within your financial delegation.
Monitoring and Reporting	• 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	• Build and maintain effective professional working relationships 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	• 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.