

Position Description

POSITION	:	Group Manager – Community Experience
REPORTS TO	:	Chief Executive Officer
TEAM	:	Executive
EMPLOYMENT TYPE	:	Permanent, full-time
LOCATION	:	Alexandra (main Council offices)

Purpose

Work alongside executive colleagues to think, plan and act strategically towards positive, sustainable outcomes for the communities and environment of the Central Otago district.

The Group Manager – Community Experience will contribute to the leadership and strategic direction of Central Otago District Council as a member of the Executive Leadership Team. The role has collective responsibility and accountability with the rest of the ELT for the CODC’s relationship with iwi/rūnaka, community engagement and wellbeing, organisational culture and leadership, and a strong customer focus.

More specifically, the Group Manager – Community Experience is responsible for the delivery of the key parts of Council’s external facing services, including sound advice and effective management for the strategic direction and operations of:

- Our pools
- Our parks, reserves and recreational areas
- Our libraries
- Our customer service centres
- All contracts and procurement processes relating to the above areas
- Asset management relating to the above areas, and
- Ensuring we meet legislative requirements in the above areas.

Our Values

As a member of the Executive Leadership Team, you will be expected to model the way with the CODC values. Our values embody the culture of the Central Otago District Council, how we behave and how decisions are made. They are built by staff, for staff, ensuring that all employees are on the same page so we can achieve and deliver our vision.



**Be
Respectful**



**Work
together**



**Be
courageous**



**Me manaaki tētahi ki tētahi, me
pakihiwitahi te tū – kia haere tahi ai tātou**

**Respect each other, stand shoulder to shoulder – so that we may travel on this
journey together**

Position Dimensions

Number of direct reports	4
Number of employees within the department	72-76*
Annual operating budget	\$7.9 million
Annual capital expenditure budget	\$3.4 million
Major contracts	\$1.7 million

* Staffing levels at the pools increase over the summer period to include Ranfurly Pool

Key Accountabilities

Leadership

Share accountability and responsibility for the success of the organisation. This includes but is not limited to:

- Ensuring employees live our values and we have a proactive, positive and productive culture.
- Contributing as an effective, proactive and positive member of the executive team.
- Building strong 'one team' relationships across the organisation.
- Effective recruitment, retention and development of staff to ensure appropriate performance is maintained.
- Coaching, mentoring, supporting and enabling staff to achieve agreed outcomes, and grow and develop in their roles.
- To lead by example with regards one's own conduct, professionalism and commitment to the established Council agenda and values.
- Ensuring Council meets its statutory obligations and strategic reporting, communication and consultation with our community, organisational work programmes and funding.
- Continuous organisational process improvement and efficiency.
- Maintaining a safe and healthy workplace through safe work practices and contractor engagement complying with established policies and procedures.
- Ensuring organisational consistency with rigorous budget and project management on assigned cost centres.
- Ensuring regular review, reporting of performance and re-forecasting of future results.
- Providing high quality advice, reports and recommendations to the Chief Executive and elected members.
- Assist in civil defence functions and/or maintain the provision of essential services in emergency management events.
- Work collaboratively with the communications team to promote, market and inform the community regarding delegated functions, including the management of online content on www.codc.govt.nz.
- Undertake any other relevant duties, including attending out of hour's meetings as requested by the Chief Executive.

Customer Services

To lead and manage the strategic and operational functions of CODC service centres, recognising that customer services is often the first point of contact for people.

Expected Results

- Provide overall resource and operational management of the service centres inclusive of all functions, activities, staffing, technology, equipment, customer service standards and supporting policies and procedures.
- Direct management and supervision of the service centre team leader, including regular 1:1s and team meetings
- Oversight and influencing of the broader team of service centre staff, including whole of staff meetings with a focus on reinforcing and strengthening organisational values and workplace culture.
- Ensure customer service evolves over time, is appropriate and offers an enhanced customer experience.
- Develop, manage, monitor and report on service centre budgets, variances, forecasts and performance measures.
- Prepare and implement activity management plans, contribute to quarterly reviews, annual plans and annual reports, asset management plans and long-term plans.
- Develop, implement and monitor policies, procedures and programmes for service centres.
- Liaison with key stakeholder groups including customers and the community.
- Management of service centre related contracts, partnerships and service arrangements, including but not limited to:
 - after-hours customer response telephone service
 - office equipment leases
- Identify process improvements, opportunities and sector developments in service centres areas and work with others to explore how these can be implemented at our Council.

Parks and Pools

To ensure the Central Otago District Council's (CODC) pools, parks, reserves and general recreational areas are planned for, and managed appropriately, to meet the levels of service agreed within the community.

Expected Results

- To provide strategic support and direction and oversee the operational management of the district's pools and seasonal swimming pools.
- To provide strategic support and direction and oversee the operational management (including contracts) of the district's parks, reserves, cemeteries and other recreational assets.
- To oversee and ensure the development of strategy and policy and delivery of agreed outcomes in the wider outdoor recreational roles that CODC is involved in.
- To oversee and ensure the development, maintenance and updating of Council's procedures, policies and specifications associated with the effective maintenance and management of the Councils recreational activities/assets.
- To ensure the development and maintenance of Asset Management Plans (AMPs) for the Councils pools, parks and other key recreational assets.
- To oversee the management of contracts relating to the maintenance, development and operations of the Councils pools, parks and other key recreational assets/activities.

- To liaise and communicate effectively with the various community, sporting and recreational groups who have an interest in the various recreational activities and service levels provided by CODC.
- To ensure parks and open spaces are delivered through subdivision development processes to meet the needs of the community into the future
- To ensure that a one team approach to all operational delivery

Libraries

To lead and manage the strategic and operational functions of CODC libraries.

Expected Results

- Provide overall resource and operational management of the libraries, inclusive of all functions, activities, staffing, technology, equipment, customer service standards and supporting policies and procedures.
- Direct management and supervision of the library team leaders, and the collections manager, including regular 1:1 and team leader meetings.
- Oversight and influencing of the broader team of libraries staff, including whole of staff meetings with a focus on reinforcing and strengthening organisation values and workplace culture.
- Ensure the library customer experience evolves over time, is appropriate and offers an enhanced experience.
- Develop, manage, monitor and report on libraries budgets, variances, forecasts and
- Prepare and implement activity management plans, contribute to quarterly reviews, annual plans and annual reports, asset management plans and long-term plans.
- Develop, implement and monitor policies, procedures and programmes for libraries.
- Liaise with key stakeholder groups including schools, library users, customers and the community.
- Management of library related contracts, partnerships and service arrangements, including but not limited to:
 - the Queenstown Lakes – Central Otago library partnership
 - office equipment leases
- Identify process improvements, opportunities and sector developments in libraries and work with others to explore how these can be implemented at our Council.
- Work collaboratively with the communications team to promote, market and inform the community regarding library services and functions, including the management of online content on www.codc.govt.nz.
- Oversight of and ensure all staff contribute to workplace Health and Safety.

Position Requirements

The below qualities, knowledge and skills are that key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

Personal Qualities

Customer Focus

- Listens to customers and actively seeks to meet or exceed customer needs.
- Looks beyond the obvious to improve levels of service.
- Committed to delivering high quality outcomes for customers and the community.

Relationship Building

- Promotes understanding and compromise through diplomatic handling of conflict.
- Forges valuable partnerships with people inside and outside CODC.

- Builds trust through consistent actions, values and communication.

Conceptual and Analytical Ability

- Deals with concepts and complexity comfortably.
- Uses analytical and conceptual skills to reason through problems.
- Has creative ideas and can project how these can link to innovations.

Decisiveness

- Makes rational decisions based on a consideration of the facts and alternatives, evaluating rational and emotional elements of the situation.
- Makes tough decisions based on available facts.
- Commits to a definite course of action.

Detail Focus

- Observes fine details and identifies gaps in information.
- Prefers to follow processes to complete tasks.
- Regards maintaining high levels of accuracy as extremely important.

Knowledge and Skills

Leadership

- Communicates and models a vision that generates enthusiasm, optimism and commitment.
- Recognises and rewards behaviour that is aligned with the vision and values of CODC.
- Identifies potential issues and setbacks and guides the team to optimise outcomes.
- Able to provide frank and fearless advice to colleagues and elected representatives.
- Experience and/or willingness to engage in te ao Māori and te reo Māori.

Consults and Advise

- Highly developed communication skills.
- Clarifies needs and expectations of roles, processes and outcomes.
- Develops flexible and practical solutions or recommendations to complex problems.
- Communicates regularly with others providing advice in areas of expertise.

Commercial Skills

- Guides and challenges others to continually strive for more efficient ways of doing things.
- Decisively manages budgets and financial issues with appropriate legal and risk considerations in pursuit of desired outcomes.
- Focuses on activities and projects that will bring the best long-term return for the organisation and community.
- Effectively manage procurement processes and contract delivery
- Effectively manages assets through AMPs

People Management

- Aligns team with the organisational values and goals through effective people management, visibly modelling the values and being available for your teams.
- Maximises effectiveness by selecting, developing, managing and motivating a high performing team.
- Clearly defines role expectations, monitors performance, provides timely and constructive feedback and facilitates employee development.

Specialist Expertise

- Experience with local government or a similarly complex operating environment.

Relationships

External

Contractors
Communities
Schools
Media
Suppliers
Consultants
Other Councils
Recreation Reserve
Clutha Management Committee
Sporting and Recreational Groups

Internal

Chief Executive Officer
Executive Team
Community Experience Team
Group Manager – People and Culture
Mayor and Elected Members
Council Staff