

# WESTLAND DISTRICT COUNCIL

## JOB DESCRIPTION

### JOB TITLE

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Community Services Manager

### PURPOSE

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The purpose of this position is to lead community services and wellbeing initiatives to promote Westland wellbeing.

### SPECIFIC DUTIES & RESPONSIBILITIES

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Effective leadership and decision-making

- Lead, direct and monitor activities associated with the delivery of community services including Library, Museum, Mayors Taskforce For Jobs, Welcoming Communities and other community well-being initiatives as they arise.
- Balance and prioritise all needs and functional activities across Community Services within the defined Council business strategy and the political environment.
- Lead and monitor community well-being projects offered by Council facilities such as Westland Library and the Hokitika Museum.
- Lead and monitor corporate communication, community development, liaison, and engagement, which include corporate marketing and visitor information.
- Monitor the effects of regulatory requirements, economic trends, socio-economic impact and practical limitations on group programs and projects.
- Lead or assist with the brokering of key relationships, partnerships with Government and its agencies, and other key external parties.

Planning and reporting

- Plan and compile business plans to support Council strategic business objectives.
- Present, written and formal verbal presentations and reports with regards to Community Services functions and results as required by the CE, Council, customers, funders or the community.
- Direct, analyse and interpret investigative results and/or research study findings around best practice and future recommendations which may support customer and community service practices objectively to create business solutions.
- Represent the Council through appropriate information sharing with key stakeholders, government agencies and community groups
- Provide effective and efficient leadership, relationship management, and direction on Council's operational management activities and the formulation of operational and delivery plans.
- Support the Executive Team with the consultation aspects of Annual Plans, Long Term Plans and any other specific consultation Council undertakes, based on knowledge of community networks and preferences.
- Provide advice to the Executive Team and Council on the most appropriate consultation process for different situations, based on knowledge of community networks and preferences.

Funding Advice and Administration

- Provide funding advice to community organisations & administer Council funding schemes and funding that Council administers on behalf of other organisations.
- Develop, manage and monitor funding agreements with community organisations.
- Provide advice to the Executive Team and Council on appropriate funding and administration.

Compliance and negotiation

- Effectively resolve complex issues which could interrupt or disrupt delivery on key Council objectives.
- Interpret complex legislation and apply requirements to daily procedures, practices and operations to ensure compliance.

- Plan and direct policies, procedures, or systems to prevent potential liability effectively and to implement risk control measures.
- Negotiate or approve high level agreements with service providers, governmental agencies, community groups, or other relevant stakeholders.

#### Collaboration and growth

- Encourage collaborative working across departments and the community within Council.
- Assist the CE with the development and implementation of appropriate strategies, policies, and plans to ensure that the Council achieves its vision and priorities.
- Lead Community Services to develop appropriate responses which will support and enable upcoming growth opportunities within the district.
- Oversee the development of projects and Council strategies to facilitate the economic growth and development of the Westland district.

#### Stakeholder engagement

- Develop, implement and communicate a stakeholder engagement strategy.
- Develop and maintain key stakeholder relationships with external organisations and strategic stakeholders.
- Encourage co-operation, recognition, innovation, enjoyment and trust through appropriate communication with key stakeholders.
- Establish excellent networks between key stakeholders, external organisations, Council, and the Community.
- Ensure public communication and/or education is on a high standard on issues related to provision of community services and local business development.
- Research and analyse community needs and opportunities to add value in order to determine direction and group goals.

#### Staff management

- Provide direction to managers and monitor achievement of agreed objectives to support strategy on a continuous basis.
- Define and formulate key performance indicators to track and measure effective outcomes on business plans.
- Ensure staff have the necessary resources and support to undertake their duties within the confines of budgetary constraints.
- Keep up to date with Council Human Resources Management practices and processes.
- Achieve a high level of morale in Community Services functions and foster an environment of trust, honesty and openness.
- Apply performance management practices in line with company agreed policy and procedures.
- Ensure that staff are continuously developed to their full potential.
- Communicate and model the value system defined by Council.
- Appoint staff and managers and assign or delegate responsibilities to them.
- Direct human resource activities, including the approval of human resource plans or activities, such as disciplinary procedures and salary reviews.
- Assist with workflow analysis to identify human resource requirements when required.
- Ensure that all employment practices are fair and above board and in line with policy and procedures.
- Communicate strategy, targets, policy and procedures to Managers.
- Provide feedback on performance to Managers.
- Monitor the application of personal development plans and succession planning as a result of the performance management procedures.
- Coach and guide Managers when required.

#### Budget Management

- Lead and direct the preparation of annual operating and capital budgets.
- Ensure all expenditure and revenue is within agreed budgets.
- Evaluate and monitor performance of service providers in order to ensure that maximum benefits are achieved in relation to costs.
- Submit required financial information as per Council requirements and time frames.
- Ensure all payments and expenditure meets requirements and standards as defined and required.

#### Reporting to

- Chief Executive

#### Delegated Authority

- As per delegations manual -TBC

#### Key Relationships

- Chief Executive
- Executive Leadership Team
- Mayor, Councillors and Community Board Members
- All WDC staff
- Council stakeholders
- Funding agencies
- Community groups and services
- Ratepayers, residents and members of the public
- Council suppliers, contractors and other professional service providers

#### Direct reports

- 3-4

#### Indirect reports

- 15-18

#### Reporting to

- Chief Executive

#### Health & Safety

- Follow all safe work practices, procedures, guidelines and controls.
- Take all reasonably practicable steps to ensure their own safety at work and not cause harm or create hazards to other persons. Encourage others to do the same.
- Actively contribute to hazard identification and hazard management.
- Communicate health and safety issues or concerns directly to their manager or a health and safety representative.
- Report all accidents, injuries, incidents, pain or discomfort and near misses immediately or as soon as possible within 24 hours. This includes damage to property, vehicles and equipment.
- Actively participate in health and safety initiatives and participate in meetings and training.
- Take an active role in any personal treatment, rehabilitation plans or return to work programs if applicable.
- Wear Personal Protective Equipment (PPE) where required and be personally responsible for the use, care and storage of PPE
- Take responsibility for visitors and support visitors to comply with Council Health and Safety Policy and procedures at all times.
- May be required to be a Fire Warden or Deputy Fire Warden in the event of an emergency evacuation.

#### Civil Defence/Emergency Management

- To meet the Council's statutory responsibilities for Civil Defence and Emergency Management (CDEM) you will be expected to participate in CDEM training initiatives and undertake activities, as directed as part of Council's emergency response.

## **GENERAL DUTIES & RESPONSIBILITIES**

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- Be punctual and work the hours and times specified.
- Prioritize workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to

employment.

- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

## **SKILLS, EXPERIENCE & EDUCATION**

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### Education/Experience

- Tertiary qualification in business management or similar
- Proven experience in a management/leadership role, preferably in local government or related occupation.

### Skills/Abilities/Knowledge

- Robust working knowledge of local government operations and relevant New Zealand statutes, regulations and codes of practice.
- Exceptional communication skills including the ability to communicate verbally and in written form clearly, confidently and articulately.
- Ability to engage with a wide range of stakeholders (including funding bodies) determine community need, resolve conflict and promote the best interests of the Council.
- Ability to negotiate, influence and mediate to achieve desired outcomes.
- Sound people management skills including knowledge of HR processes and employment legislation
- Excellent computer literacy and the ability to utilise a range of software effectively to achieve work objectives
- Contract and financial management skills
- Ability to lead by example and model Council values
- Current and valid NZ driver's licence.