

POSITION TITLE: TBC	Community Engagement Advisor		
GROUP:	Asset Management	SECTION:	Regional Projects
REPORTS TO:	Team Leader Communications and Engagement		
RESPONSIBLE FOR:	NA		
FAMILY:	TS2	GRADE:	14
DATE REVIEWED:	November 2023		

HBRC STRATEGY

Our Vision:

We want a healthy environment and a resilient and prosperous community.

Our Purpose:

We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

Our Values:

- **Partnership and Collaboration:** We work with our community in everything we do.
- **Accountability:** We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers' funds and assets
- **Transparency:** We report on what we do and the value this delivers for our community
- **Excellence:** We set our sights and expectations high, and never stop striving to do better

Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kounga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

POSITION SUMMARY

This Community Engagement Advisor will proactively support the Council's flood protection infrastructure rebuild projects, and the Comms & Engagement Team in general. The role will lead engagement by advising on process, strategy, and engagement, enabling the team to deliver projects in a timely manner. This position will be responsible for building an understanding of key stakeholder groups, being a point of contact for concerned community members and answering specific enquiries and setting up and running regular community meetings as needed. They will work collaboratively with the project's comms advisor to ensure all key stakeholders are well-informed of updates and progress on projects. They will assist the larger Comms & Engagement Team as time permits. They will counsel and assist project managers regarding community engagement. Internal and external relationship development with Territorial Local Authorities (TLA's), Tāngata Whenua and local communities will be key to this role and regular communication will be required.

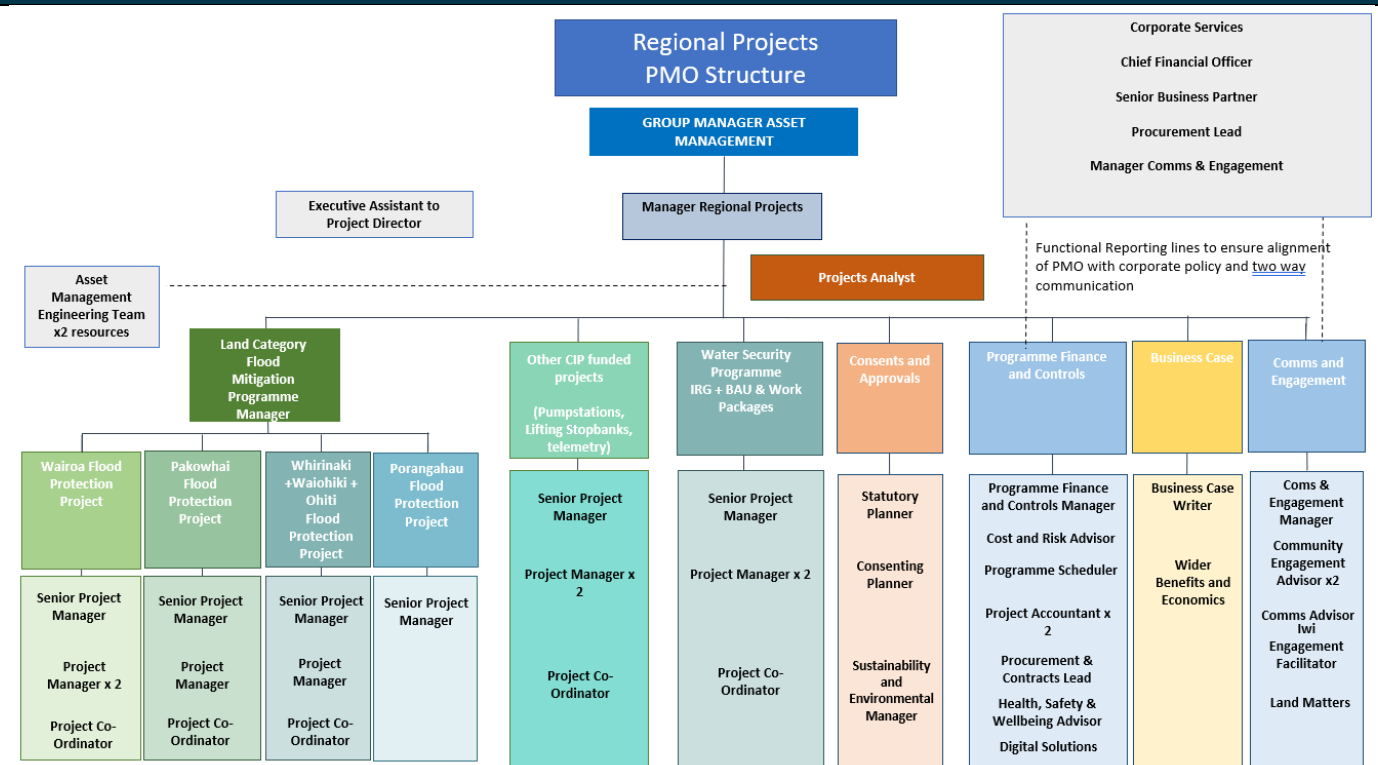
The role is essential to successful delivery of the Council’s flood protection infrastructure rebuild projects and is responsible for ensuring the connection to HBRC’s wider Communications and Engagement team.

GROUP AND TEAM GOALS:

The Regional Projects Team provides the following role and functions as part of the Asset Management Group:

- Rapid Rebuild Projects for the recovery after Cyclone Gabrielle
- Provide a centre of expertise in capital project delivery.
- Maintain and improve the project management framework.
- Maintain and improve the project management information system linking with the corporate PMO.
- Deliver a portfolio of capital infrastructure projects within agreed timeframes and budget

ORGANISATIONAL CONTEXT



JOB SPECIFIC ACCOUNTABILITIES

- Responsible for the effective engagement and consultation on Council’s flood protection infrastructure rebuild projects and delivers administrative as required.
- Provide effective coordination and process support around the individual rebuild projects.
- Coordinate the team’s community meetings – planning, booking locations and people..
- Support and implement the team’s work plans and priorities.
- Collaborate with the Comms Advisor in the development, administration and updating of comms planning documentation.
- Provide relevant advice on process, strategy, and engagement, enabling the team to deliver projects in a timely manner.
- Support Council’s flood protection infrastructure rebuild projects by providing effective customer service to internal and external clients seeking input from the team.
- Develop effective relationships with Territorial Local Authorities, Tāngata Whenua and local communities.
- Work collaboratively with the Māori Partnerships Group to recognise, acknowledge and partner with Tāngata Whenua entities across project sites.
- Take responsibility for developing and maintaining a close working relationship with the Communications and Engagement team, ensuring aligned, timely and well-integrated internal and external communications.

- Ensure stakeholder information requests are dealt with appropriately in a timely manner.
- Take responsibility for the monitoring of incoming communications to the team, including emails and queries from both internal and external sources, to allow for prioritisation of workflows and any subsequent response.
- Responsible for the developing and maintaining networks with wider management and staff.
- Establish and maintain close working relationships with internal and external stakeholders.
- Support the management of external engagement contractors as required.
- Lead event management as required, liaising with all parties to ensure a successful outcome.
- Represent Council at various events, as is appropriate.
- Generate reports as requested by the Manager Regional Projects.
- Actively support the team with budgets/financials and have proficient use in TechOne.

FUNCTIONAL RELATIONSHIPS

Internal

- Group Managers
- Team members
- Asset Management Operations Team
- Communications and Engagement team
- Māori Partnerships Group

External

- Consultants and contractors
- Government agencies and departments
- Local authorities
- Territorial Local Authorities
- Technical and legal professionals
- Iwi and other community groups
- Tāngata Whenua
- Members of our community

COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under our purpose statement, "working with our community" is at the heart of everything we do. This is particularly relevant to our relationships with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is projected at all times in dealing with external contacts.
- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved.
- Customers are satisfied with responses to written or verbal requests for information.

CONTINUOUS IMPROVEMENT

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager.
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your manager.
- Showing a strong team commitment, as indicated by peer feedback and your manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging other ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your manager.
- Deliver on project outcomes: on time and on budget.

- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

EMERGENCY MANAGEMENT

When a Civil Defence event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities after providing required support for your family and dependants. All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area. This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.
- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuity Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

HEALTH AND SAFETY

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.
- Comply with the COVID-19 Public Health Response (Vaccinations) Order 2021.

PERSON SPECIFICATION

Minimum Qualifications and Experience required.

- Relevant bachelor's degree or equivalent tertiary qualification and/or
- 2-3 years of experience in a similar role/relevant industry
- Demonstrated ability to deliver effective programme coordination.
- An understanding of and experience in local government.
- Project management experience would be advantageous.
- Valid driver's licence required.

Knowledge and Skills

The following indicates what would typically be expected for this role at a competent level:

- Proficiency in MS Word, Excel, Visio, Project, PowerPoint and other database and information management systems
- Ability to form effective and productive relationships with a range of stakeholders, partners and community.
- Experience in the preparation of project documentation and reporting.
- Excellent administrative ability.
- Understanding of budgets.
- Ability to navigate invoicing software.
- Strong organisational and time management skills.
- Excellent communication skills, both written and verbal.

- Ability to work well in a high-pressure, fast-paced environment.

Personal Attributes

- A strategic outlook with the intellectual capability to analyse large, complex issues and readily grasp and synthesise ideas, analysis and advice and produce meaningful outputs.
- Strong desire to provide excellent stakeholder and partnership engagement.
- Strong coordination skills to cover a wide programme of projects with an ability to lead and provide to support to multiple members of the Regional Projects Team.
- Effectively plan, organise and co-ordinate work with the highest quality of work possible and in agreed timeframes.
- Excellent interpersonal skills with the ability to initiate and engage effectively at all levels, internally and externally.
- Proactive, methodical, and intuitive.
- Ability to work well under pressure.
- The capacity to understand the work and political environment of the Council, and the ability to identify how the role can contribute to achieving the Council's objectives

Awareness

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

CHANGES TO JOB DESCRIPTION

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.

Employee Signature

Date

Printed Name