

# Locality Officer



## Come work with us!

We do everything from roads to water, reserves to resource management, community housing to town planning, cultural facilities to an aquatic centre... and so much more! With our wide-ranging responsibilities and supportive team environment there's plenty of opportunity for you to grow and develop.

Yes, life in local government can be challenging, but it's also rewarding. At Waitaki District Council we're small enough to take the time to listen, to be real and to make a difference.

And what's not to love about a place where you can be in the ocean or heading into the mountains within half an hour? Where weekends can be spent biking, hiking, skiing, boating, or simply relaxing in some of the most spectacular hospitality and scenery in Aotearoa.



**Waitaki**  
DISTRICT COUNCIL

TE KAUNIHERA A ROHE O WAITAKI

# Locality Officer

## POSITION DESCRIPTION

### Your place in Waitaki District Council

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Locality Officer reporting to the Customer Experience Manager.

### Purpose & outcome of this role

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You serve as a Council ambassador, directly engaging with customers in your area, promptly addressing their needs, and providing broad operational support to ensure efficient service delivery.

### About the Community Engagement & Experience Directorate

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We serve as Council's main connection to the community, providing essential services as outlined from the Strategy, Performance & Design Directorate.

Our key priorities are engaging with the Community to gather information for the Governance and Strategy, Performance and Design teams and overseeing professional customer service, focused on customer outcomes.

We implement Council policies to enhance the wellbeing of the Community in the areas of culture, health, recreation, education, and development.

### You are part of the Officer cohort

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**Officers are confident delivering routine work within a well-defined area of work.**

You use your understanding of our organisation, community, customers and partners to inform your thinking and advice.

With a growing depth of knowledge, you lead some pieces of work, being sure to follow established processes and approaches that keep the organisation safe.

You enhance team and organisational performance by being customer-centred, engaging well with others, working at pace, bringing fresh ideas about how work is done, and taking on greater responsibility as your knowledge grows.

Collectively we deliver on the strategic framework and Long Term Plan and role model what we ask of others across Council.

## Context and responsibilities of this role

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- You are Council's ambassador and support out in the field where your generalist skills/knowledge are complemented by your extensive knowledge of Council and the District.
- You enable community engagement and communications sharing key messages with the community.
- You provide community and locality support. Engaging with community groups and Council staff to assist with support service delivery and sharing community intelligence with Council staff.
- Local education campaigns to deal with issues of concern to residents, change behaviours and shape demand.
- A broad cross-section of Inspection activities such as road maintenance repairs, property inspections and grounds maintenance inspections.
- Collection of samples or information/material related to monitoring and compliance e.g. water samples.
- Collection of information for contractors.
- Information gathering to support Case Management and Specialists.
- A broad cross-section of compliance, enforcement, and other generalist activities such as abandoned vehicles, parking, animal control and patrols, environmental nuisances, waste, and cleansing issues.
- Any other matters (as assigned) where Council can achieve efficiencies through dealing with matters through the Locality Officer team.

**Empowering  
our people and  
place to thrive**

*Whakapuāwai  
takata,  
Whakapuāwai  
whenua*

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**Grade** 12

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**Last reviewed** 15-07-2024

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## Skills you must do well



### **Imagine the future**

Understand the strategic context for your work, the team's work, and more broadly across Council. Bring fresh ideas and solutions that help us progress towards our goals in ways that are customer-centric, and outcomes focused.

### **With others, improve our systems and processes**

Reciprocate knowledge sharing and build trust-based relationships. Interact and collaborate with others across Council in ways that helps make sustainable, people-centred improvements.

### **Develop self and others**

Prioritise your development and learning on the job. Support others to develop through training others in areas you are competent in and impart knowledge in a way that maintains a positive work environment.

### **Have a track record of delivery**

Develop plans to implement work you are responsible for to a successful conclusion. Use your judgement to prioritise work and plan and manage time effectively to meet delivery targets, regulatory, legislative and quality expectations. Deliver for your team as well as collectively for the Council.

### **Communicate well**

Communicate well in person and in writing. Ensure communication is clear, concise and consistent with internal standards. Use concrete examples and facts and figures to support a view.

### **Be agile and change capable**

Adapt to change and uncertainty with a growth mindset by viewing change as a catalyst for personal and professional growth. Learn how to mitigate risks, reprioritise, and spot the opportunities when change is on the horizon.

### **Demonstrate our values and act with integrity, transparency and trust**

Keep our values front and centre, ensure they are at the heart of everything you do. Act with integrity and use our values and behaviours to hold yourself and others to account. Speak up and challenge constructively when needed so we can make a positive difference to people we work with and the customers we serve.

### **Customer focus**

Help instil a customer-centric culture through actively gathering and integrating customer feedback related to your work. Collaborate across functions to streamline and align services with customer expectations and ensure a unified effort to consistently enhance the overall customer experience.

### **Demonstrate political acumen**

Understand how local government decision-making and operating procedures are navigated to achieve outcomes in your area of work. Use your knowledge of key stakeholders, internal operations, and decision-making processes in Council to get work signed off.

### **Self-aware, reflective and adaptable**

Develop self-awareness to improve how you interact and work with others. Strengthen personal capability over time and optimise effectiveness with different situations.

### **Resilient**

Show composure, grit, and a sense of perspective when the going gets tough; keep focus on solutions and recover and learn from setbacks.

### **Cultural perspective**

Understand and value cultural diversity, foster an inclusive and culturally sensitive work environment and help us better reflect the diverse community we serve in the Waitaki District.

### **Curious**

Show curiosity, flexibility, and openness in analysing and integrating new ideas, information, and differing perspectives.

## Relationships

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### Internal

- You work collaboratively with **others across Council** operating as a cohesive team.



## Experience and qualifications

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In addition to 'skills you must do well' the following experience and qualifications are specifically required for this position:

### Qualification

- NCEA Level 2 or equivalent.
- Full NZ Drivers Licence.

### Knowledge & Experience

- Highly skilled communicator, able to relay information effectively to a wide range of audiences.
- Experienced in mediation and conflict resolution.
- Evidence gathering and investigation skills.
- Able to work unsupervised, highly self-motivated, and able to juggle several work tasks and priorities successfully at once.
- Broad understanding of Council operations, the Waitaki District, and effective interpretation of the Local Government Act and other relevant legislation.



## All of Council responsibilities

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### Health, Safety and Wellbeing

You support, promote and actively participate in positive health, safety and wellbeing practices across Council.

You role model self-leadership in health, safety and wellbeing by keeping up to date with and adhering to Council policy and guidelines and contributing to a safe, healthy and resilient Council team.

### Emergency Management, Civil Defence and Business Continuity

You value the role Council has in keeping the community and Council safe in response situations.

You actively participate in associated training sessions, promptly respond to adverse events, and effectively fulfil any role-specific responsibilities and/or cover those staff directly involved in the response.