

### POSITION DETAILS

<b>TITLE</b>	Senior Māori Land Advisor – Kāitohu Matua Whenua Māori
<b>REPORTS TO</b>	Manager Rates
<b>LOCATION</b>	Civic Centre, Commerce Street, Whakatāne
<b>DATE</b>	November 2024
<b>DIRECT REPORTS</b>	Māori Land Advisor
<b>FINANCIAL DELEGATION</b>	\$3k

### PURPOSE OF POSITION

The Senior Māori Land Advisor - Kāitohu Matua Whenua Māori is responsible for taking a leading role in supporting and assisting with the development of strong relationships with Māori to support the monitoring and recovery of rates and water arrears in accordance with Council policy and statutory requirements, including the Local Government (Rating) Act 2002.

### KEY ACCOUNTABILITIES

KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
<b>VALUES</b>	The best interests of the organisation are always represented ensuring Council values are reflected in behaviours and professional delivery of role.
<b>RELATIONSHIP MANAGEMENT WITH TANGATA WHENUA</b>	<p>Maintain existing relationships and develop new relationships with tangata whenua across the rohe.</p> <p>Identify opportunities to improve Māori Communities understand of processes and opportunities for participation in resource management and other Council related matters.</p> <p>Key stakeholders and customers receive high quality responses to feedback or correspondence in a timely manner that consistently reflect Council's objectives to promote the Whakatāne District.</p> <p>Consultation with interested groups and parties is professionally managed and promotes proactive, positive relationships.</p> <p>Cultural protocols and safety practices are observed to support initiatives, consultation and relationships with Iwi.</p>

<p><b>RATES RECOVERY</b></p>	<p><b><i>Land and Water</i></b></p> <p>All correspondence relating to rate and water arrears is communicated in a timely manner.</p> <p>Council's debt management systems are maintained accurately, in a timely manner and in line with Councils guidelines and policy.</p> <p>Assistance is provided with the negotiation of time payment arrangements in line with Council guidelines and policy.</p> <p>Assistance is provided to prepare recommendations for legal proceedings relating to the Local Government (Rating) Act 2002, including the searching of relevant databases (including Māori land online, LINZ and Companies Office).</p> <p>Recommendations for remission of rates penalties are prepared and applied within Council systems.</p> <p>Appropriate monitoring, reconciliation of accounts and reporting is carried out.</p> <p><b><i>Māori Land</i></b></p> <p>Discussions and consultation with trustees / landowners / liable ratepayers for Māori land that is revenue producing / occupied occurs.</p> <p>Maintain regular contact with key stakeholders including regional / local Māori organisations, consultants, and staff of other local authorities, government departments, and other external agencies.</p> <p>Assistance is provided with the negotiation of time payment arrangements, as required, to ensure arrangements meet Council guidelines and timeframes.</p> <p>Applications for the remission and postponement of rates on Māori freehold is accurately entered into Council debt management systems, within required timeframes.</p> <p>Assistance is provided with the maintenance of Rating Information Database (RID) and District Valuation Roll (DVR) to ensure information is accurate and up to date.</p> <p>Assistance is provided to establish liability for rates in accordance with the Local Government (Rating) Act 2002.</p> <p>Assistance is provided to prepare recommendations for legal proceedings relating to the Local Government (Rating) Act 2002, including the searching of relevant databases (including Māori Land Register).</p> <p>Recommendations and documentation prepared for making land non-rateable or applying land remissions in line with the Te Ture Whenua Maori Act 1993.</p>
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	<p>Provide guidance on the Local Government Rating of Whenua Maori Amendment Act 2021 and help to implement systems or actions to uphold its requirements.</p> <p><b>Customer Service and Team Support</b> Rates and water enquiries from customers are answered professionally in accordance with timeframes and Council requirements.</p> <p>New mailing addresses are investigated for returned mail, as required.</p> <p>Innovations and improvements are identified to support Council outcomes.</p>
<b>RELATIONSHIP MANAGEMENT</b>	<p>Internal relationships are effectively managed and maintained where advice and support is provided to all staff which is consistent across organisation work streams.</p> <p>Potential issues, risks and opportunities are reported in a timely manner.</p> <p>Advice and guidance on Māori issues are provided to staff as required, including participation in departmental and corporate projects.</p> <p>Direct report relationship is managed appropriately including regular 1 to 1 meetings and guidance is provided to ensure key tasks are completed.</p>
<b>HEALTH, SAFETY AND WELLBEING</b>	<p>Council's documentation and procedures are understood and implemented to ensure risks to health and safety of those in the workplace are eliminated and / or controlled.</p> <p>All work-related hazards, incidents and accidents are accurately reported and any follow up corrective actions are implemented.</p> <p>Support is provided, as required, to the Senior Health, Safety &amp; Wellbeing Advisor to complete internal audits, assessments and investigations.</p> <p>Health and Safety training is regularly attended and certification, as required, is current.</p> <p>Active worker participation and engagement in Council's health, safety and wellbeing practices and projects.</p>
<b>ADDITIONAL DUTIES</b>	<p>Attend relevant training as required.</p> <p>Undertake Civil Defence training and duties as required.</p> <p>Complete other duties that may be required.</p>

### KEY RELATIONSHIPS

EXTERNAL	INTERNAL
<ul style="list-style-type: none"> <li>▪ Tangatawhenua – Iwi and Hapu Trustees and Land Owners</li> <li>▪ Public/Ratepayers/Trustees</li> <li>▪ Key stakeholders including budget advisory groups, banks, debt collection agencies, valuers and solicitors</li> <li>▪ Central and Local Government</li> <li>▪ Auditors</li> </ul>	<ul style="list-style-type: none"> <li>▪ Māori Land Officer</li> <li>▪ Rates team</li> <li>▪ Finance Staff</li> <li>▪ Strategic Māori Partnerships</li> <li>▪ Customer Services</li> <li>▪ ICT</li> <li>▪ Council elected members</li> <li>▪ All staff</li> </ul>

### PERSON SPECIFICATION

<b>QUALIFICATIONS</b>	<p>A Diploma or Certificate in Business Studies, or equivalent experience.</p> <p>Intermediate to advanced level of competence in current versions of Microsoft Excel, Word and Outlook.</p>
<b>EXPERIENCE</b>	<p>Demonstrated understanding and knowledge of tikanga Māori, with reference to kaitiakitanga and the management of natural resources, and the implications of Treaty of Waitangi for Local Government.</p> <p>Demonstrated experience in developing and maintaining strong working relationships with key external stakeholders, developing strategies for stakeholder engagement, and has a highly developed awareness of Tikanga Māori and Te Reo Māori.</p> <p>Demonstrated experience in a position requiring documentation and administration with a high degree of accuracy, and the collection of rates.</p> <p>Demonstrated knowledge of Local Government environment, knowledge of the Whakatāne District and the wider Bay of Plenty region.</p> <p>Demonstrated experience of embedding a continuous improvement culture in business processes.</p>
<b>KNOWLEDGE, SKILLS AND ATTRIBUTES</b>	<p>High attention to detail, excellent time management, process focussed with strong emphasis on accuracy and continuous improvement.</p> <p>Able to drive and influence decisions confidently with highly developed interpersonal and communication skills, respects others and maintains confidentiality, strong team player, flexible and willing to support others.</p> <p>Solution focused, shows initiative and inspires commitment to achieve outcomes, understands the need for key relationships, acts with honesty, transparency and empathy for people and communities.</p> <p>Excellent decision making and problem-solving ability, can confidently analyse and apply key information with good judgement and takes accountability.</p>

<b>OVERALL</b>	<p>Has no previous or current medical conditions, which would affect the ability to perform the duties described in the job description.</p> <p>Willing to work overtime and weekends should this be required.</p> <p>Full current drivers licence.</p> <p>Must be prepared to undergo a pre-employment medical if requested.</p>
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I, \_\_\_\_\_ agree and accept the duties and responsibilities captured in this position description.

_____ <b>Employee signature</b>	_____ <b>Date</b>
_____ <b>Manager signature</b>	_____ <b>Date</b>



## OUR VISION AND VALUES

*Tō tātau matakitenga  
me ngā wāriutanga*

OUR VISION *Ngā matakitenga*

 **Better Together**  
**Toitū te Kotahitanga**

WHAKATĀUKI

Hūtia te rito o te harakeke,  
kei hea te kōmako e kō, kī mai ki ahau.  
He aha te mea nui o te ao, māku e kī atu,  
he tangata, he tangata, he tangata.

*Take away the heart of the flax bush and where  
will the bellbird sing? If you ask me what is the  
most important thing in the world  
I will tell you, it is people, it is people, it is people.*

We put **people** at the  
heart of everything we do  
**Toitū te Tangata!**

- We value relationships
- We think of others
- We listen to understand
- We value our differences

We work as **one team**  
**Toitū te Mahi Tah!**

- We trust and support each other
- We speak up
- We share our story
- We back each other up
- We keep each other informed and up to date
- We involve each other
- We ask for help when we need it

We are always **learning**  
and **improving**  
**Toitū te Taumata!**

- We look for success on the horizon
- We seek out opportunities to grow
- We safely make mistakes
- We strive to be better
- We're open to change and embrace it
- We ask questions and challenge assumptions
- We reflect and review
- We ask for and share feedback
- We're brave and have courage

We care about  
our **environment**  
**Toitū te Taiao!**

- We keep our communities informed
- We are stewards of our place
- We bring people together
- We consider the needs of our communities
- We improve quality of life
- We are the community

We are **passionate**  
and **proud**  
**Toitū te Mauri Ora!**

- We love this place
- We love what we do and do what we love
- We bring energy and enthusiasm
- We look to have fun
- We aim for the best version of ourselves every day
- We acknowledge our efforts
- We share success stories
- We honour our past
- We look to the future together