

Position Description

Position Title:	Engagement Administrator
Reports To:	Manager – Strategy, Policy and Engagement
Responsible For:	N/A
Group and Team:	Community Engagement and Corporate Services – Strategy, Policy and Engagement
Children’s Worker:	No
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

Delivery of engagement events and administration of key activities for the Strategy, Policy and Engagement team including the stakeholder management system, submission management, corporate analysis and project administration.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Other major stakeholders.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Delivery of Consultation and Engagement Activities

- Support delivery of events, hui, meetings, online and other types of engagements
- Attend and represent Council at events, including evening and weekends as required.
- Support consultation submission processes including filing, redaction and booking hearings
- Responsible for supporting administration of health and safety processes

Stakeholder Management System

- Administration of the stakeholder management system, including management of contact details and records of consultation and engagement.
- Support the Executive Leadership Team and other managers with key stakeholder information.
- Maintain current data at the highest standards of confidentiality.

Corporate Analysis administration

- Support with administration of key planning processes including preparation of quarterly performance reporting, annual reporting, annual planning and long-term planning
- Maintain excellent records in line with Council's Local Government and Meetings Act and Privacy Act requirements

Community activation and funding

- Support the community activation and funding activities of the organisation as required.

Note: *Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.*

What You Will Bring

The below qualities, knowledge and skills are the 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.

Education and Qualifications

Essential:

NCEA Level 2 passes or equivalent in English and Maths

Desirable:

Diploma or Certificate in Business Administration

Knowledge, Skills and Experience

Essential:

Experience in administration

Experience in delivering events

Strong Microsoft Office skills, including word, powerpoint and excel, with ability to create a range of documents and presentations for different purposes

Experience in data management, including maintaining the highest standards of confidentiality

Customer service ethos, with non-confrontational approach to managing challenging conversations

Ability to build and maintain rapport with a wide range of people including elected members, managers, stakeholder groups and the general public

Ability to manage a range of different administration tasks for multiple projects

Desirable:

Familiarity with the Local Government Sector

Experience in a wide range of sectors and different areas of the community

Knowledge of the Invercargill/Southland community

Understanding of local government political processes

Agreement

Employee

Name

Sign

Date

Manager

Name

Sign

Date

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health and Safety

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health and Safety policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.