

POSITION DESCRIPTION

Democracy and Customer Experience Manager



Te Kaiwhakahaere o ngā wheako kaiutu me te manapori

Job Title:	Democracy and Customer Experience Manager
Group:	Communications and Corporate Services Group
Location:	Paeroa Office
Reports to:	Group Manager Communications and Corporate Services
Supervisory Responsibility:	Customer Services Team Leader, Communications Team Leader, Council Secretary, Administration Services Team Leader
Functional Relationships:	Chief Executive, Executive Leadership Team, Mayor, Councillors, All Staff, Public
Authorities:	In accordance with the Delegation Manual

General function of the position

To plan, organise and lead the Democracy and Customer Experience Team to support excellence in organisational delivery of Council and customer service and communication. This will be evident through a co-ordinated approach to customer experience through counter, media, service request and governance touch-points.

Organisation values

Hauraki District Council (HDC) has four values that form the core of how employees carry out their work and conduct interactions both internally and externally. The values shape the culture of our organisation and demonstrate what is important within HDC. These values focus on 'how' we do the job, and 'how' we conduct ourselves in the workplace. This is 'The Hauraki Way'.

Communication Kōrerorero	Respect Whakaute	Commitment Manawanui	Positive attitude Ngākau reka
<ul style="list-style-type: none"> I share relevant information with others I listen to understand I value feedback I use an appropriate communication style 	<ul style="list-style-type: none"> I always keep an open mind I acknowledge and respect differences of opinion I am always considerate and understanding I treat others as I would want them to treat me 	<ul style="list-style-type: none"> I always do my best I follow through for my customers and team I go the extra mile I take personal responsibility for my actions – I walk the talk 	<ul style="list-style-type: none"> I offer ideas and solutions I look for better ways of doing things I am fun to work with I am a can-do employee



Key tasks

1. To lead the Democracy and Customer Experience Team in a positive manner, providing guidance, coaching and talent development so as to ensure that the team objectives and organisational standards are met.
2. To advise, plan, and provide strategic management to the Democracy and Customer Experience team and its range of activities.
3. To manage operational activities in relation to external customer experience across the service centres, communication medium, service request system and other customer touch-points as applicable.
4. To manage the Council democracy and secretarial services functions and provide technical expertise on strategic, statutory, and operational matters relating to this activity.
5. To provide relevant levels of input into, and control over, the budget for the Democracy and Customer Experience team.
6. To actively demonstrate professional accountability and a desire for ongoing professional development and continuous improvement.
7. To show a commitment to Hauraki District Council and provide organisational support as required.

1. Team Leadership

Key Tasks	Key Performance Indicators (KPIs)
1.1 Supervise the day to day running of the Democracy and Customer Experience Team.	<ul style="list-style-type: none"> Team members are managed through a professional approach to enable them to contribute in a visible way both individually and collectively to achieve organisational success. The team is communicative, respectful and collaborative, ensuring customer experience is the focus of all interactions.
1.2 Provide guidance and coaching in a positive manner to ensure that team objectives are met. Set a leadership example of high personal energy and effectiveness.	<ul style="list-style-type: none"> The team is performing as a unit, contributing to effective and efficient delivery of services that are aligned with organisational goals and values. Recruitment, training and development is effective and demonstrated through high levels of individual and team performance. Helps to identify and enable talent development and growth through relevant training and learning opportunities for individual team members. Performance is regularly reviewed and, when necessary, corrective action is taken in line with organisation policies and procedures. Me Time PPD (Personal Performance and Development) reviews are constructive and meet organisational objectives.
1.3 Ensure all employees within the Democracy and Customer Experience Manager's team have the opportunity to meet their own and the HDC's objectives.	<ul style="list-style-type: none"> Priorities are identified and contribute to the organisation's key objectives and performance measures. Effective communication is maintained to enable a collaborative and professional approach. Ideas are fostered and processes improved to meet higher levels of customer satisfaction and team productivity.



2. Planning and Strategic Management

Key Tasks	Key Performance Indicators (KPIs)
<p>2.1 Advice is provided to the Group Manager Communications and Corporate Services on relevant matters concerning Democracy and Customer Experience activities.</p>	<ul style="list-style-type: none"> • Effective management of customer services, communications, administrative and democracy-associated activities including provision of long term planning and budget setting. • Advice given in relation to associated activities is professional and technically sound. • Relevant plans and policies are reviewed, developed and initiated for the Group Manager as required. • The Group Manager receives honest, impartial and comprehensive advice on relevant issues and potential impacts on strategic direction. • The Group Manager is kept informed of current and future services the Council may be required to provide, and any key issues and developments that may create significant risk for the organisation.
<p>2.2 Develop goals, objectives and performance measures for the services.</p>	<ul style="list-style-type: none"> • Planning and delivery of services reflects changing requirements of internal support for the organisation. • External customer needs are identified and incorporated into Council's long-term plan. • Relevant goals and objectives as detailed in Council's Long Term Plan and internal operational plans are achieved. • Appropriate Levels of Service are identified, recommended, and managed in accordance with Council procedures and processes as required. • Levels of service are achieved within acceptable parameters. • Non-Financial Performance measures for the activities are proposed, monitored and reported on as appropriate.

3. Operational Management

Key Tasks	Key Performance Indicators (KPIs)
<p>3.1 Liaise with relevant customers and stakeholders to support the Democracy and Customer Experience team to deliver its operational objectives.</p>	<ul style="list-style-type: none"> • Internal support requirements are regularly reviewed and services revised and adapted to meet organisational needs. • Customers' needs are understood and incorporated into Democracy and Customer Experience plans and levels of service. • Effective working relationships are established and maintained with customers.
<p>3.2 Liaise with iwi and Māori representative groups to understand the needs of, and aspirations for, Māori</p>	<ul style="list-style-type: none"> • Iwi needs are understood and incorporated into Democracy and Customer Experience



within the Hauraki district.

plans, policies and activities where appropriate.

- Principles of Te Tiriti o Waitangi are incorporated into the planning and delivery of Democracy and Customer Experience activities.
- Effective working relationships are established with iwi

3.3	Develop projects and programmes to enhance activities and services within the team's operations as required.	<ul style="list-style-type: none"> • Continuous improvement is evident in the delivery of services across the Democracy and Customer Experience team. • Team Leaders are supported to deliver services that enhance customer experience and meet required outputs.
3.4	Prepare and present analytics, insights, and reports to support the Communications and Corporate Service Group requirements.	<ul style="list-style-type: none"> • Data is accurate, and reports are prepared on time and to required quality expectations.

4. Democracy and Secretarial Services

Key Tasks		Key Performance Indicators (KPIs)
4.1	Manage the Council's democracy and secretarial services functions.	<ul style="list-style-type: none"> • Provide technical expertise on strategic and operational matters relating to democracy. • Responsibilities and objectives associated with democracy-related services are delivered in accordance with identified outcomes. • Elected members are supported with secretarial services and democracy-related advice as appropriate.
4.2	Provide guidance to the Council Secretary on operational day-to-day matters.	<ul style="list-style-type: none"> • The Council Secretary is coached and supported to be successful in their role. • There is appropriate resourcing for business continuity and required levels of service within the democracy support function.
4.3	Assist the Group Manager Community Development with the Council's elections and polls.	<ul style="list-style-type: none"> • Elections and polls are conducted in accordance with established procedures and in compliance with legislative requirements.

5. Budget

Key Tasks		Key Performance Indicators (KPIs)
5.1	Assist with the preparation of budgets for the Democracy and Customer Experience team's component of HDC's Annual Estimates and Annual Plan.	<ul style="list-style-type: none"> • Information and advice is provided within agreed timeframes and to required quality with sound reasoning.
5.2	Monitor expenditure in accordance with the budget and programme requirements, recommending changes to the Group Manager Communications and Corporate Services as appropriate.	<ul style="list-style-type: none"> • Monthly budgets are monitored. • Reported differences with recommendations to Group Manager are provided.



6. Professional Accountability and Development

Key Tasks	Key Performance Indicators (KPIs)
6.1 Actively support and model the Hauraki Way – values and required behaviours of the role (internally and externally).	<ul style="list-style-type: none"> Champions the Hauraki Way in all professional interactions, and seeks approval and/or when unsure seeks feedback in an appropriate manner.
6.2 Take personal responsibility for discussing own performance and professional development with direct manager.	<ul style="list-style-type: none"> Takes an active role in own PPD / MeTime and raises any concerns in a constructive manner that does not undermine good faith.
6.3 Demonstrate commitment to up-skilling and further developing specialist knowledge and best practice initiatives.	<ul style="list-style-type: none"> Takes an active approach in familiarising themselves with the relevant plans, procedures, policies, processes and statutory requirements that can or may relate to their role and to the wider organisation.
6.4 Identify opportunities for improvement and as necessary work across the organisation to implement the necessary changes.	<ul style="list-style-type: none"> Contributes to and/or champions an improvement initiative through to completion.

7. Other Duties

Key Tasks	Key Performance Indicators (KPIs)
7.1 Other duties are undertaken as are reasonably required.	<ul style="list-style-type: none"> Other duties are completed as are reasonably required.
7.2 Demonstrate a commitment to a culture of safety and wellbeing within HDC as set out in the HDC Safety & Wellbeing Charter.	<ul style="list-style-type: none"> Actively shows support and commitment to workplace health and safety in accordance with the HDC Safety & Wellbeing Charter so that 'Everyone is Safe and Well at the End of the Day'.
7.3 Take reasonable care for own health and safety, and ensure that own acts and/or omissions do not adversely affect the health and safety of others.	<ul style="list-style-type: none"> Comply with any reasonable instruction that is given by HDC. Co-operate with any reasonable policy or procedure.
7.4 Provide organisational support as required, such as in respect of Emergency Management activities.	<ul style="list-style-type: none"> Employee participates in Emergency Management activities and events as required and as directed.
7.5 Abide by the general expectations, codes of conduct, and policies and procedures as outlined on the HDC intranet.	<ul style="list-style-type: none"> Employee takes an active approach in familiarising themselves with HDC's policies, together with relevant plans, procedures and processes. All applicable policies and procedures are adhered to.
7.6 Participate fully in organisational processes including staff meetings, Me Time Personal Performance and Development (PPD) programmes, project teams and other initiatives.	<ul style="list-style-type: none"> Employee takes an active approach in respect of organisational processes and meets expectations with regard to their role in delivering results. Staff meetings are attended, Me Time PPD programmes are undertaken, assistance is provided on project teams etc. as relevant.
7.7 Take responsibility for ensuring HDC's information is secure and that appropriate levels of confidentiality are maintained within your job role.	<ul style="list-style-type: none"> The job holder only accesses information for proper cause and/or within their authority.



- Confidentiality of information about HDC's business, other employees, customers or rate payers is maintained.
- There is no disclosure of confidential information including making unauthorised statements to the media, or at public meetings which affect or pertain to the Council, customer or client.

Person specification details

1. Expertise

Qualifications:	Full NZ Drivers' Licence Bachelors Degree in related field
Experience:	10+ years relevant work experience
Health & Safety Requirements:	Passes required health, safety and well-being checks for position.

2. Skills

Ability to Learn	Shows a willingness to learn and use new processes. Readily takes up relevant training and learning opportunities and will ask questions to gain complete understanding if necessary.
Commitment / Personal Accountability	Is self-motivating and self-managing. Follows through projects to completion. Has high standards of personal integrity and professionalism.
Communication	Can clearly convey information and ideas through a variety of appropriate media to individuals or groups in a manner that helps them understand and retain the message. Communicates in a compelling and articulate manner that instils commitment. Responds to correspondence, voice mail and e-mail promptly.
Decision making / Problem Solving	Is able to analyse and solve complex problems, form judgements and make decisions within known parameters. Can resolve conflict or differences of opinion.
Innovation / Creativity	Is a visionary thinker with the ability to generate innovative and achievable concepts. Is creative.
Leadership	Effectively plans, organises, leads and develops to achieve effective group outcomes. Staff are motivated and encouraged to achieve through mentoring, coaching, appraisal and development programmes.
Teamwork	Actively participates as a member of a team to move the team toward the completion of goals. Contributes actively and fully to team projects by working with colleagues collaboratively, working towards consensual solutions that enhance the output of the team. Accepts share of workload.



3. Knowledge

Computer Literate	<p>Demonstrates relevant levels of computer literacy and competency, with a working knowledge as follows:</p> <ul style="list-style-type: none"> • Microsoft Outlook (e-mail, calendar etc) Intermediate • Microsoft Word Intermediate • Microsoft Excel Intermediate • Corporate systems and databases • Service Request system • Communications and social media platforms
Legislation	<p>Has a demonstrated working knowledge of legislation relevant to the position and is able to apply that knowledge, particularly in relation to the:</p> <ul style="list-style-type: none"> • Local Government Act • Local Government Official Information & Meetings Act • Local Government Electoral Act
Working Knowledge – Customer	Understands and supports great customer service through all forums of customer contact and communication.
Working Knowledge – Democracy	Has a sound working knowledge of governance and management structure and the role of elected representatives and democratic support processes.
Working Knowledge – Local Area	Knows the local area and understands the dynamics of Hauraki and surrounding districts.
Working Knowledge – Local Government	Has knowledge of local government and key factors in operating within the requirements of a predominantly ratepayer funded environment.
Working Knowledge – Public Relations	Skilled written and oral communicator. Demonstrates experience and ability to develop and deliver internal and external communications strategies and initiatives. Demonstrates experience in communicating information and ideas through a variety of appropriate media to individuals or groups.
Working Knowledge – Te Tiriti o Waitangi	Understands, and activity promotes and demonstrates the principles of Te Tiriti O Waitangi - partnership, participation and protection - as applicable to the role.
Working knowledge - Māoritanga	He Pūkenganui o tēnei tangata i te ao Māori me ngā kaupapa Māori – This person has an in-depth understanding of the Māori world and aspects of Māori

