

POSITION DETAILS

TITLE	Emergency Management Officer
REPORTS TO	Climate Change & Resilience Manager
LOCATION	Civic Centre, Commerce Street, Whakatāne
DATE	May 2025
DIRECT REPORTS	Nil
FINANCIAL DELEGATION	Nil

PURPOSE OF POSITION

The Emergency Management Officer is part of a small team responsible for leading the CDEM local service delivery function supporting the development and implementation of approaches, systems, networks, documents and templates that will help Council and communities respond to, and recover from, an emergency event.

The team are responsible for two main functions, with an internal focus ensuring Council's operational readiness, response and recovery activities are managed efficiently and effectively; and an external focus supporting and leading community preparedness and resilience planning through education and delivering initiatives, welfare and volunteer support, and expert advice and coordination on other aspects of emergency management. The team also support activities that reduce risk to our communities through increasing knowledge and understanding of hazard risks in our district.

KEY ACCOUNTABILITIES

KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
VALUES	The best interests of the organisation are represented at all times ensuring Council values are reflected in behaviours and professional delivery of the role.

<p>COUNCIL EMERGENCY MANAGEMENT</p>	<p>Council's work programmes reflect our business needs, the service delivery agreement with Emergency Management Bay of Plenty (EMBOP), aligns with national frameworks and responses, are in accordance with legislation requirements, reflect sector best practice and incorporates the 4 R's of emergency management.</p> <p>The Local Controller and Recovery Managers are supported to ensure our Council Emergency Operation Centre (EOC) is managed efficiently, teams are competent and resourced to effectively respond to an emergency.</p> <p>Support training (including delivery of exercises) for rostered staff to ensure it incorporates all critical functions of emergency management, has relevant resources, documentation (SOP's) and guidance that reflects regulatory and legislative requirements and is regularly reviewed and kept up to date.</p> <p>Council staff and key stakeholders are competent in emergency management and successfully reach outcomes.</p> <p>New innovations are identified for continuous improvement in what we do and what we are capable of delivering during an emergency.</p> <p>Administration duties are provided efficiently and effectively as required, including but not limited to:</p> <ul style="list-style-type: none"> - Full support during emergencies to the local Controller, as required - Project support as required. - Monitoring and reporting against prescribed targets (such as LTP targets) and the Service Delivery Agreement with EMBOP.
<p>COMMUNITY RESPONSE MANAGEMENT</p>	<p>Develop, implement and monitor a Community Resilience Strategy and programme, including Community Resilience and Response Plans, Standards, Guides and Procedures, supporting Local Community Response Groups to maintain a state of operational readiness and ensuring communities have a degree of self-sufficiency, and are able to respond effectively and recover quickly in an emergency.</p> <p>Support community leaders in the delivery of community planning and resilience building activities and events.</p> <p>Develop, implement and maintain a Volunteer Management Strategy and programme ensuring an effective and capable volunteer workforce that are managed to a high quality, with clear expectations and outcomes.</p>

RELATIONSHIP MANAGEMENT	<p>Internal relationships are effectively managed and maintained where advice and support is provided to all staff involved in Emergency Management.</p> <p>Proactive collaboration is developed and maintained with Emergency Management Bay of Plenty and other Emergency Management Officers to ensure all actions work in partnership, strong teamwork ethics are maintained and all outcomes support community needs.</p> <p>Public Education is provided on emergency preparedness and resilience planning to communities and core groups; including but not limited to schools, early childhood education centres including kindergartens, medical centres and rest homes.</p> <p>Internal training is coordinated, as required, to ensure staff are competent and confident in emergency management.</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>
HEALTH, SAFETY AND WELLBEING	<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 Health & Safety 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>
ADDITIONAL DUTIES	<p>Attend relevant training as required.</p> <p>Complete other duties that may be required</p>

<p>Key external relationships</p> <ul style="list-style-type: none"> ▪ Emergency Management Bay of Plenty ▪ Other Emergency Management Officers in the BOP and beyond ▪ Emergency Services ▪ National CDEM ▪ Regional / Local Councils ▪ General Public ▪ Iwi ▪ Community Boards and other community groups ▪ Key stakeholders, as appropriate 	<p>Key internal relationships</p> <ul style="list-style-type: none"> ▪ Emergency Management Officer ▪ Council elected members ▪ All staff
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PERSON SPECIFICATION

QUALIFICATIONS AND PROFESSIONAL MEMBERSHIP	<p>A recognised tertiary qualification in a discipline relevant to emergency management, risk management and/or hazard management and/or relevant experience.</p> <p>Achieved, or is working towards, Coordinated Incident Management System (CIMS) Level 4.</p>
EXPERIENCE	<p>Demonstrated experience in Emergency Management, planning or related roles, preferably in Local Government.</p> <p>Demonstrated understanding and application of key local government Civil Defence and Emergency Management legislation and policies including understanding of the local government context and environment, and regional and national Civil Defence Emergency Management strategies, plans and guidelines, including Civil Defence Emergency Management Act 2002, National Disaster Resilience Strategy and the National CDEM Plan.</p> <p>Demonstrated experience in critical thinking, strategic planning, performance monitoring, report writing and building effective working relationships.</p> <p>Demonstrated experience of embedding a continuous improvement culture in business processes.</p>
KNOWLEDGE, SKILLS AND ATTRIBUTES	<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>
OVERALL	<p>Willing to work overtime and weekends should this be required.</p> <p>Full clean current drivers licence.</p>



OUR VISION AND VALUES

*Tō tātau matakite
me ngā wāriutanga*

OUR VISION *Ngā matakite*

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 Tahi!

- 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