



Position Description – Reserves Officer

This position reports to: Senior Reserves Officer

Career Level: 13

Position purpose: As a member of the Reserves Operations team, the Reserves Officer supports the Selwyn Community to connect to the district's multitude of parks and reserves. This role focuses on day-to-day coordination, engagement, and support for groups using or caring for public open spaces — including sports clubs, community organisations, schools, and volunteers.

This position plays a vital role in fostering community involvement, promoting the use of Council reserves, and ensuring our parks are safe, welcoming, and well-used spaces that reflect the needs of residents. The Reserves Officer is a key link between the Council and the people who bring Selwyn's green spaces to life.

The functional areas of responsibility include;

Community and User Group Support

- Act as the first point of contact for community groups, clubs, and individuals using Council reserves.
- Support and advise user groups on access to reserves and related facilities.
- Build strong, positive working relationships with clubs, schools, volunteers, and mana whenua and residents.

On-the-Ground Coordination

- Conduct site visits to ensure appropriate use of reserves and identify maintenance needs.
- Assist with the coordination of events, working bees, and community activities in parks.
- Monitor usage levels and help resolve day-to-day issues related to access, condition, or conflicts between users.

Engagement and Communication

- Help communicate Council plans, works, and updates to park users and community stakeholders.
- Collect community feedback and contribute insights to inform future park upgrades and developments.
- Promote awareness of available reserve facilities and encourage inclusive use of Council-managed open spaces.

Support for Operational and Project Teams

- Work alongside other Parks and Reserves Officers and Reserves Operations Manager to help deliver small-scale projects and upgrades.
- Provide input on service requests, maintenance needs, and customer issues related to reserves.
- Contribute to reports and documentation of park usage, feedback, and community activities.

Direct reports: 0 **Indirect reports:** 0

Be a good
human

Be brave – think
differently

Better
together

Make it happen
for Selwyn

Selwyn
DISTRICT COUNCIL

Deliverables

Big Picture

- Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required
- Stay up to date with legislation and practices as appropriate to role
- Understand the intent/ethos of local government and the services provided by other parts of the Council
- Stay informed of organisational activities and decisions through being attentive to communications
- Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work

Performance

- Achieve performance goals and expectations and follow leadership instruction on time and to a high standard consistently
- Report on progress to plan, and against own KPIs
- Take an active role in own goal setting, learning and development
- Correctly and appropriately use technology as required for role, including new technologies
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
- Comply with all legislation and Council policies
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
- Set a positive example for punctuality, attendance and work ethic

People & Culture

- Act in ways that align with and promote Council values
- Be a positive and constructive team member
- Collaborate on cross team/discipline projects and teams as required
- Constructively and successfully adapt to changes
- Take positive actions to keep self and others physically and psychologically safe and well
- Attend, be prepared for and engage constructively in all meetings
- Deliver exceptional customer service consistently (make every interaction count)
- Build effective, sustainable relationships at all levels
- Have consistently positive interactions externally and with Community Boards and Elected Members (as required for role)

Requirements for all staff

- Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes.

Emergency Management requirements for all Council Staff

- Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account.
Required assistance may include:
 - Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
 - Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.
 - Participate in any required Civil Defence exercises to ensure that essential services are maintained.

Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

Personal Attributes

- Passion for environmental conservation and community service.
- Strong problem-solving skills and attention to detail.
- Ability to handle multiple tasks and work under pressure.
- Commitment to promoting and maintaining a positive public image of the Selwyn District's reserves.

Skills and Experience

Essential	Desirable
<ul style="list-style-type: none"> • At least 3 years' experience in a community-facing parks-related role. • Knowledge of parks and reserves operations or community development in a local government setting. • Strong interpersonal and communication skills with the ability to engage respectfully across cultures. • Ability to work independently, with initiative and reliability in the field. • People-focused: Enjoys helping others, building relationships, and supporting community-led outcomes. • Responsive and reliable: Able to follow through on commitments and manage multiple requests. • Communication: Comfortable speaking with a wide range of people and writing simple, clear correspondence. • Problem-solver: Looks for practical ways to resolve issues and improve the experience for park users. • Team Player: Works collaboratively with colleagues and is happy to support different parts of the team. • Cultural Awareness: Open to learning and incorporating Te Ao Māori values into day-to-day work 	<ul style="list-style-type: none"> • An understanding of tikanga Māori and the value of incorporating cultural perspectives in community spaces. • Current full driver's license. • Budget management • Competence using GIS and other related software

Key relationships

External	Internal	Committees/groups
Te Taumutu Rūnanga	Chief Executive	Committees of Council
Te Ngāi Tūāhuriri Rūnanga	Executive Leadership Team	Business organisations and networks
Council customers	Council staff	Special interest groups and committees
Selwyn residents	Mayor	Volunteer Groups
External contractors	Elected Councillors	
Territorial and Regional Authorities (ECan)	Elected Community Board Members	
Government Agencies (incl NZTA, Work Safe NZ, Ministry of Justice)		
Greater Christchurch Partnership		
Non-government agencies		
Volunteers		

Individual Contributor Competencies



Eats problems for breakfast. When faced with a new situation or setback, uses initiative and takes appropriate action.



Does Change Well. Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



Builds Togetherness. Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



Rocks the messaging. Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



Tackles the tough stuff. Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



Delivers the goods. Reliable, conscientious, disciplined and organised. Delivers to a manageable high standard consistently.



Brings out the best. Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



Sets the tone. Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

Education, Qualifications, Memberships

Essential	Desirable
<ul style="list-style-type: none"> NZQA/National Certificate Level 5 qualification in Parks and Recreation, Property or related area. 	<ul style="list-style-type: none"> Tertiary qualification in Parks and Recreation, Property or related area Qualification in Horticulture, Arboriculture, Turf Maintenance or similar field A relevant Asset Management, Information Technology or Information Management qualification

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.