

Chief Executive

The Chief Executive is responsible for the inspirational leadership, direction and management of Whangarei District Council, and for providing advice to the Mayor and elected members on the identification and development of key strategic objectives and priorities.

The Chief Executive is accountable for effectively managing all the resources within the Council's remit to deliver excellent customer service to all those who work, live or visit the District, whilst ensuring compliance with all relevant legislation.

The Chief Executive is charged with decisively leading and empowering the strategic leadership team and staff to deliver on the Council's vision, tikanga and objectives in a coordinated, corporate approach.

The Chief Executive is responsible for leading the organisation through change, driving innovative approaches to best position the Council to create and maximise opportunities as a result of change both in terms of changing government policy and economic conditions.

The Chief Executive acts as an ambassador for the Council to ensure it is fully engaged in a working partnership with its stakeholders and communities to fulfil its community leadership role.

Our Tikanga

Whanaungatanga

(fostering relationships and a sense of connection)

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

Manaakitanga

(showing respect and care for others, hospitality, kindness and support)

- By showing manaaki we lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

Kotahitanga

(unity, solidarity, togetherness and collective action)

- We have one shared direction and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

Our expectations

As part of the Whangarei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational tikanga, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team
- deliver our services in a way that is best for the district (as opposed to best for the Council), and
- use our organisational tikanga to guide our decision making.

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Chief Executive – that's your primary task at Whangarei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're continually looking at better ways of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our

Atawhaitanga *(protection, stewardship, trust and a responsibility for long term outcomes)*

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.
- We collaborate and establish partnerships that enhance our role in the social, environmental, economic and cultural wellbeing of our communities.

What you will do

Strategy

- To innovatively lead the organisation to deliver its vision and purpose.
- To shape, communicate and implement strategies and initiatives that support the Council's strategic intent across the Council's social, economic, infrastructure and environmental services with a particular focus on supporting economic growth in a planned and measured way.
- To scan for future influences and opportunities which may impact on Council to ensure that it is best placed to respond to the needs of the community into the future.
- To report regularly and communicate both formally and informally with elected members on progress towards strategic objectives.
- To develop and deliver an organisational development strategy that ensures that the organisation has the capability and capacity to deliver the Council's strategic priorities.

Governance

- To provide clear, timely, appropriate, balanced and unambiguous advice to Council on strategy, goals, objectives, policy and new initiatives for all areas of Council activity ensuring such advice is fully compliant and consistent with all relevant legislation and codes of practice.
- To develop and maintain the governance framework ensuring the timely and accurate reporting to Council to enable high quality decisions.
- To regularly review and report on issues that could create future risks for Council.
- To implement Council decisions as required.

Planning and Reporting

- To complete the timely preparation of appropriate forward planning documents including but not limited to the Community Outcomes document and the Strategic Plan/LTP.

customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Contribute to the development of customer focused policies and procedures.

Health and safety

- Ensure you and your team members accurately and promptly report all accidents, incidents and risks by the end of the working day.
- Keep yourself and others safe.
- Adhere to all Council Health & Safety policies, procedures and guidelines.

What you will bring

- Well developed leadership skills that inspire, empower and encourage commitment from others and promote a positive, motivated and service oriented organisational culture.
- Ability to manage organisational and individual performance in a manner that raises standards

- To develop and implement a robust annual planning process including financial budgets and plans which meet statutory, timing and quality requirements.
- To ensure plans are implemented as fully as practicable to agreed performance standards and within budget.
- To report progress towards the achievement of plans regularly to Council with exceptions highlighted.
- To scrutinise and advise Council of the implications on plans of any planned legislative changes or policy intentions from other agencies or Central Government.
- To undertake appropriate community and stakeholder consultation in the development of forward planning documents.

Team Management and Leadership

- To provide clear leadership and strategic direction to Council staff to ensure an integrated approach to service provision, programme management, resource allocation and prioritisation to deliver on the strategic intent of Council.
- To actively manage and promote an organisational culture which ensures the provision of the highest quality, and most effective service delivery to the community.
- To determine and implement a robust performance management framework appropriate for a customer/stakeholder facing organisation and which emphasises empowerment, accountability, initiative and continuous improvement in service delivery.
- To employ on behalf of Council the staff of Council ensuring best practice employment processes and policies are met at all times.
- To build and maintain a high performing empowered team through effective management, mentoring and communication to position council as an “employer of choice”.
- To manage the interface between elected members and officers, maintaining the essential member/officer partnerships and establishing appropriate member/officer processes.

Relationship Management and Communication

- To work in partnership with elected members in their role as community leaders by advising on building and fostering relationships with community groups, other local authorities, local employers and voluntary groups.
- To build and maintain strong relationships with local and other key stakeholders to influence the intended direction of Council.

and delivers results as well as being evidence based, outcome focused and linked clearly to the Council’s strategic aims.

- Excellent communication and negotiation skills and an ability to influence outcomes through tact, diplomacy and effective reasoning and persuasion, together with the ability to present reports on complex issues.
- Ability to effectively utilise the capabilities and experience of staff through delegation, provision of clear performance levels, providing learning experiences, fostering development opportunities and encouraging others to search for new opportunities to take calculated risks.
- Can anticipate and take responsibility for meeting the needs of Councillors, the community and staff when appropriate.
- Ability to operate sensitively within a political environment, understand the political context and exercise political nous to develop relationships with all stakeholders that command respect, trust and confidence.
- Comfortable leading a varied and complex programme of activities and projects and championing the strategy as well as working at the operational level to support implementation.
- Demonstrates a commercial understanding and can interpret complex commercial, financial and legal information in an analytical manner.
- Has a flexible approach and is capable of managing a variety of conflicting issues and demands in a calm manner.
- Intellectually versatile and able to apply knowledge and skills to a broad range of issues.

Key qualifications and experience

- A relevant tertiary qualification or/and significant equivalent experience.
- Successful leadership of a substantial organisation as a chief executive or senior manager.
- Demonstrated experience with the setting of a vision and the implementation of a successful programme for its achievement in a complex wide ranging stakeholder environment.
- A successful track record of developing effective and productive relationships with a governing board.
- Significant experience leading, planning and managing projects and initiatives over a broad spectrum of issues.

- To develop and maintain external and internal engagement and communication methodologies to ensure members, staff, key stakeholders, ratepayers and media are informed on and understand Council's strategic direction, priorities, activities and plans.
- To develop and maintain effective engagement and consultation processes to ensure accessibility to key stakeholders, and that promote an understanding of the key issues for stakeholder groups.
- To take a positive lead in major local and regional partnerships to achieve, within the overall strategy, maximum benefit for the Council and its communities.
- To represent and negotiate on behalf of Council at local, regional and national levels with key stakeholders.
- To show strong leadership and role model relationship values ensuring staff engage, consult and develop relationship with Maori.

Operational Management

- To ensure compliance by Council with all statutory and regulatory provisions applicable to the operation of Council.
- To promote elected member and staff awareness of statutory and regulatory responsibilities as appropriate.
- To maintain a constant review of the organisation and its administrative structure making recommendations to Council where major changes are required in the interests of efficiency and effectiveness.
- To take all practicable steps to ensure a safe and healthy workplace by promoting and implementing all relevant legislative and regulatory requirements.
- To actively manage Council resources to deliver activities in the most efficient and effective manner to achieve agreed organisational outputs.
- To maintain sound and robust financial practices and policies to minimise financial risk to Council and maximise return on investment.

- Well versed in developing methodologies, innovatively shaping strategy, and communicating complex information in a straightforward manner to a wide variety of stakeholders.
- Extensive experience preparing, managing and controlling complex budgets and capital programmes and in the deployment of resources to achieve objectives.
- A demonstrated track record of establishing a strong performance management culture which is customer focused, quality driven and allows for the objective measurement of outcomes and value.
- Management of change in a customer/stakeholder facing organisation.
- Achieving results in partnership with other organisations ideally including private, local, national and the voluntary sector.
- Experience in local government processes would be an advantage but it is not a requirement.
- Experience of tikanga Maori is preferred and the ability to develop strong productive relationships with key stakeholders.

Additional Information

Financial responsibilities – \$3.5M

Position Grade – 35

Organisation Chart – see below

