

ENVIRONMENT SOUTHLAND

Emergency Management Business Support and Project Coordinator

Role description

About us

Our mission

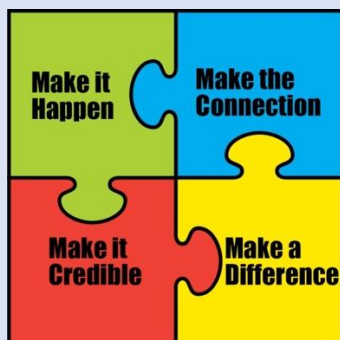
Working with the community to enhance Southland's environment.

Our vision:

A thriving Southland (Te taurikura o Murihiku)

Our values:

Here at ES, we -



Role purpose

The **Emergency Management Business Support and Project Coordinator** contributes to the overall performance of the **Emergency Management Southland (EMS) Team** by providing comprehensive business support, project coordination, administrative services, stakeholder engagement support, and operational assistance.

Emphasis is on:

- Maintaining essential business systems, records, reporting and administrative processes.
- Coordinating and supporting strategic, operational and community-focused projects.
- Supporting governance, stakeholder engagement and organisational planning activities.
- Maintaining effective relationships with internal and external stakeholders.
- Contributing to emergency preparedness, response and recovery activities through business support and operational coordination.

The role supports the efficient delivery of EMS programmes and initiatives while ensuring a high standard of customer service, project administration and organisational effectiveness.

About your role

Grade: 12

Pathway: T3

Group/Division:

Integrated Catchment
Management /
Emergency Management
Southland

Reports to: Team Leader
Emergency Management

Who you will be working with

Direct reports:

- Nil

Indirect reports:

- Nil

Key stakeholders

External:

- Community Groups
- Other New Zealand
Emergency Management
Groups (CDEM)
- National Emergency
Management Agency
(NEMA)
- All levels of the four
Southland Councils
- AF8 Project
- ECC Staff
- Other project teams
- Educational facilities
throughout Southland
- Welfare Coordination Group
- Southland Lifelines Group
- Hazard-specific working
groups

Internal:

- EMS staff
- Environment Southland staff
- Joint Committee Members
- Coordinating Executive
Group
- Operational Sub-Committee
- Alternative Controllers

Delegations

In line with the Environment
Southland Delegations Manual

Your leadership profile – Individual Contributor

Your crucial challenge as an Individual Contributor is to find a way to add value while working effectively with others.

*To be an effective **Individual contributor**, aim to:*

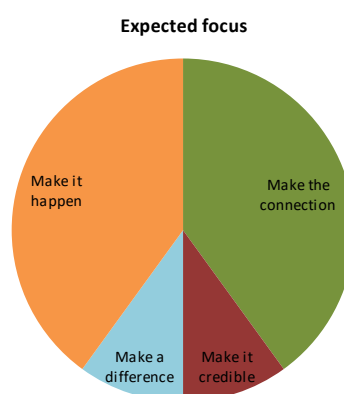
Make it Happen – Show initiative, take accountability and deliver high-quality work on time.

Make the Connection – Focus on meeting your customers' needs and work collaboratively as part of your team.

Make it Credible – Communicate clearly, show integrity, and focus on building your professional skills.

Make a Difference – Show curiosity, make thoughtful and evidence-based decisions, and aim to understand the wider context for your work.

While all elements of the Environment Southland Leadership Competency Framework are important, as an **Individual Contributor**, you will have a stronger focus on Make it Happen and Make the Connection.



Your accountabilities

As a shared service of the four Southland councils, EMS ensures that the Southland Civil Defence Emergency Management (CDEM) Group is compliant with all relevant legislation and is able to work across the 4Rs (Reduction, Readiness, Response and Recovery) in an efficient and effective way.

Business Support and Administration	• Manage electronic filing systems, databases and document control processes. • Maintain contact databases and organisational records. • Prepare agendas, minutes, reports and meeting documentation. • Maintain team work plans, action registers, dashboards and calendars. • Coordinate meetings, workshops, training sessions and stakeholder events. • Manage travel, accommodation and logistical requirements for the EMS team. • Assist with AF8 Project administration and coordination. • Assist with training programme administration. • Liaise with Information Services to resolve system and data issues. • Manage EMS resources, equipment inventories and collateral. • Support governance and reporting requirements.
Project Coordination	• Coordinate and support delivery of strategic, operational and organisational projects. • Track project milestones, actions, risks and reporting requirements. • Support project planning, implementation and evaluation activities. • Maintain project documentation and reporting systems. • Assist project managers and subject matter experts with project administration and stakeholder engagement. • Apply Environment Southland project management frameworks and processes.
Community and Stakeholder Engagement Support	• Support implementation of the EMS Group Plan. • Assist with organisational reporting and performance monitoring. • Contribute to business planning and continuous improvement initiatives.
Strategy and Organisational Planning	• Ensure Civil Defence Centre information is kept up to date. • Develop and implement public information strategies to ensure timely, accessible, and culturally relevant emergency communications. • Work closely with media and community networks to disseminate emergency messages effectively. • Support the PIM team to provide real-time public information updates during emergencies to ensure clear, accurate, and culturally appropriate messaging.
Finance	• Support budget monitoring and procurement processes. • Consider financial implications of activities and projects.
Continuous Improvement	• Identify opportunities to improve systems, processes and service delivery. • Support implementation of improvement initiatives. • Demonstrate adaptability and openness to change.
Stakeholder Relationship Management	• Develop and maintain strong relationships with internal and external stakeholders. • Deliver responsive and professional customer service. • Maintain clear and timely communication regarding projects and requests.

Emergency Response Support	• Provide administrative and coordination support during emergency response and recovery operations. • Support Emergency Coordination Centre (ECC) activities as required. • Participate in training and exercises that support operational readiness.
Other duties	• Any other duties as may be required from time to time.

Your health, safety and wellbeing

- Work safely and take responsibility for keeping self, colleagues, contractors and customers free from harm
- Report all incidents, near-misses, hazards and accidents promptly
- Communicate whereabouts when out of the office (e.g. use Where Am I, Get Home Safe)
- Activity risk assessments are completed as part of planning for all field-based activities prior to work being undertaken, with relevant parties
- Know what to do in the event of an emergency
- Participate in safety and wellbeing initiative and programmes as required
- Attend required health and safety training and induction sessions.

Working with Māori

Working at Environment Southland requires all of our staff to uphold the council's Te Tiriti o Waitangi responsibilities as part of their day-to-day role. This might be through the appropriate delivery of functions through various legislation where Te Tiriti o Waitangi or partnering with mana whenua is required or upholding the commitments that our elected councillors have made to Ngāi Tahu ki Murihiku through the Charter of Understanding. Many of our established workstreams and programmes are delivered in partnership with the four papatipu rūnanga of Ngāi Tahu which hold mana whenua in Murihiku Southland.

This will regularly require:

- Understanding and delivery on Te Tiriti o Waitangi obligations for Environment Southland that are identified for your role
- Ensuring partnership and engagement practices are planned for, and suitable to the relationship with Ngāi Tahu ki Murihiku
- Undertaking regular learning and development for the role to support competency in delivering on Te Tiriti o Waitangi responsibilities, as directed

Confidentiality, privacy and recordkeeping

All staff of Environment Southland are required to collect, retain, and maintain sensitive, confidential and personal information. Training will be given as appropriate to:

- Manage all information with care and respect in accordance with the Public Records Act 2005, Privacy Act 2020, Local Government Official Information and Meetings Act 1987 and all other relevant Local Government legislation.
- Retain information, regardless of format, e.g. records and data in official organisational systems.
- Ensure no sensitive, confidential, or personal information is inappropriately shared internally or externally without the appropriate approval.
- Report a privacy breach to the organisational Privacy Officer if a situation should occur.

Your experience, knowledge and qualifications

Knowledge/Experience

- 2-3 years demonstrated experience in business administration, project coordination, governance support or programme coordination.
- Strong organisational and planning skills.
- Advanced Microsoft 365 skills, particularly SharePoint, Teams, word, Excel and Power BI.
- Experience coordinating multiple projects and competing priorities.
- Ability to prepare reports, dashboards and governance documentation.
- Strong stakeholder relationship management skills.
- Clean, full, current driver's license.

Attributes

- Committed to understanding and delivering on Te Tiriti o Waitangi matters on behalf of Environment Southland, specific to Murihiku context
- Interest to develop further capability, in te reo me ona tikanga Māori
- A commitment to customer service and meeting end user requirements
- Good verbal and written communication skills
- Positive, results-oriented and 'can-do' attitude
- Self-motivated, proactive and adaptable
- Contribute towards a high level of trust with all stakeholders
- Have the ability to set priorities and manage workloads with minimal supervision
- Willingness to comply with established approved policies and procedures
- Able to work effectively as part of a team

Additional Information

Hours of Work:

The hours of work are 37.5 per week, which will ordinarily be worked Monday to Friday. Due to the nature of community engagement, there will be times where you will need to be available evenings and weekends for community meetings, training and other project work (e.g. field days public events)

Response and Recovery:

Be available to work extended shifts for the operational requirements of an emergency, transition to or recovery period.

Be available to other areas of New Zealand when in States of Emergency.

On Call Roster

Work as part of the on-call roster for EMS to provide capability to immediately respond to emergencies in Southland 24/7.

An on-call allowance will be paid for on-call duties.

A vehicle will be provided for on-call duties.

Performance Review

We have a Professional Development Programme (PDP) that is the basis for performance assessment at all levels of the organisation. There is at least one formal meeting, annually, between the team member and their people leader, along with a six-month review and regular monthly catch-ups.

Acknowledgement

I _____ have received a copy of the job description and have read and understand the duties and responsibilities and key relationships described therein.

Signature _____

Date _____