

Position Description

Position Title:	Team Leader – Engagement
Reports To:	Manager – Strategy, Policy and Engagement
Responsible For:	3 Direct Reports
Group and Team:	Executive Office – Strategy, Policy and Engagement
Children’s Worker:	No
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

To lead the day-to-day delivery of Council’s engagement, consultation, partnerships and community activation functions, ensuring a coordinated and high-quality operational approach that strengthens community relationships, supports community-led development, and supports participation in Council decision-making.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Team Leadership

- Lead, coach and motivate team members, promoting employee engagement with constructive feedback, openness, acknowledgement and trust.
- Encourage a workplace culture of shared ideas, problem solving and mutual support within and across teams that empowers others to achieve results that are responsive, business like, well planned, safe and successful.
- Create a team culture, supported by processes and practice, that views health, safety and wellbeing as a critical element of business as usual.
- Supervise team member performance and ensure the effective delegation of work tasks.
- Work alongside management to ensure that the annual performance development is carried out in accordance with Council's Performance and Remuneration Framework.
- Promptly raise concerns relating to the performance of team members with management so that an appropriate support/development plan can be put in place.
- Alongside management, work within the financial activities and budgets under your control in accordance with Council guidelines, timelines and delegated responsibilities.

Engagement and Consultation Delivery

- Lead the planning, coordination and delivery of engagement and consultation activities across Council.
- Oversee engagement events, submission processes, and reporting.
- Monitor and evaluate effectiveness of engagement and consultation programmes.

Engagement Strategy Implementation

- Implement Council's engagement frameworks, strategies and policies.
- Ensure engagement activities are aligned with statutory and organisational requirements and delivered to consistent standards with appropriate quality and legislative compliance.
- Translate strategic priorities set by the manager into operational work programmes.
- Provide advice and guidance across council on engagement methods and best practice.
- Support the delivery of engagement activities that inform the Council's long-term plan and community planning.
- Support the manager to deliver workshops and community input to key planning processes.
- Collate and analyse community insights and data to inform community strategy and activity planning.

Stakeholder and Relationship Management

- Develop and maintain strong relationships with community groups, iwi, and key stakeholders, as well as with council employees who engage directly with these groups.
- Support elected members and staff with stakeholder insights and engagement planning.

Community Activation and Wellbeing

- Develop and implement community activation and wellbeing initiatives, to be agreed with council leadership.
- Support community groups with networking, project and business case development and collaboration and partnerships to help delivery priority community projects.

Note: Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

What You Will Bring

The below qualities, knowledge and skills are the key focus for this position and are used to assess an applicant's suitability for the role and the incumbent's performance in the position.

Education and Qualifications

Essential:

A degree in economics, social science or a related field or demonstrated relevant sector experience
Current full New Zealand drivers licence

Desirable:

Diploma or Certificate in Business Administration
Training in engagement, community development or project management

Knowledge, Skills and Experience

Essential:

At least five years' experience in engagement, community development or working in community partnerships
Demonstrated experience leading or supervising a team
Experience delivering engagement and consultation programmes
A sound understanding of local government operations
Strong stakeholder relationship management skills
Understanding of community led development principles
Strong communication, facilitation and presentation skills
Ability to manage multiple projects and priorities

Desirable:

Knowledge of the Invercargill / Southland community
Experience in community funding or grants processes
Experience in business case or project development

Agreement

Employee

Name

Sign

Date

Manager

Name

Sign

Date

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.