

# Community Engagement Adviser

## Purpose | Te arotahi mātua

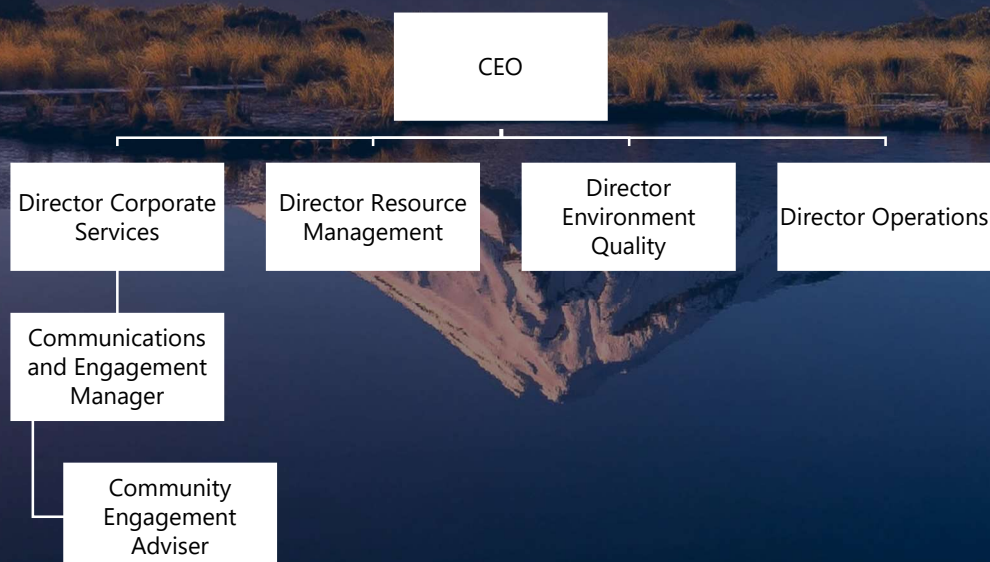
The Community Engagement Adviser exists to effectively manage community engagement projects for a wide range of Taranaki Regional Council work and has a focus on engagement with catchment communities. The role involves supporting the Council's engagement programme and relationships with its communities in a way that empowers communities to have a meaningful say in their future development.

The role encompasses engagement with a range of internal and external stakeholders to build engagement with and support for Council's programmes of work. Effectively communicating with a range of audiences is a key aspect of this role.

## Role dimensions | Te ahū mahi

Responsible to:	Communications and Engagement Manager
Responsible for:	Nil
Primary location:	Stratford, although travel throughout the region will be required as part of your daily duties
Position grade:	15

## Organisational context | Te horopaki whakahaere



## Role specific areas of responsibility | Whakaritea ngā wāhanga kawenga

The key responsibility areas are provided as a guide only. Performance measures for this job will need further discussion between the job holder and Manager as part of the performance development process.

<b>Relationship management</b>	<p>To support the achievement of Council goals and work programmes:</p> <ul style="list-style-type: none"><li>• Develop and maintain strong relationships with Taranaki Catchment Communities.</li><li>• Develop and maintain strong relationships with other identified stakeholders and community groups.</li><li>• Develop and maintain strong relationships with internal stakeholders and work with teams across a range of workstreams and disciplines.</li><li>• Foster and promote understanding and knowledge of environmental issues and Taranaki Regional Council plan requirements among catchment communities, industry, community groups and the wider community.</li></ul>
<b>Community engagement</b>	<ul style="list-style-type: none"><li>• Lead, coordinate and participate in relevant community engagement or consultation events, meetings, pop-ups and field days.</li><li>• Communicate with the community via face to face, online and other channels in order to gain buy-in for Council goals and work programmes.</li><li>• Manage community engagement or community consultation projects through the planning and implementation.</li><li>• Collate community consultation data and support the preparation of relevant reports.</li><li>• Facilitate community consultation events.</li></ul>
<b>Engagement planning</b>	<p>To support consultations and engagement outcomes:</p> <ul style="list-style-type: none"><li>• Provide advice to Council staff on the development and implementation of communication and engagement strategies.</li><li>• Lead or contribute to the development and implementation of engagement plans and timelines (in consultation with workstream leads and subject matter experts).</li><li>• Develop communications and engagement materials to support consultations and community engagement events.</li></ul>
<b>Cultural competence</b>	<ul style="list-style-type: none"><li>• Understand and apply the principles of Te Tiriti o Waitangi.</li><li>• Understanding and appreciation of cross-cultural issues and concerns.</li><li>• Ensure engagement with all participants is underpinned by cultural awareness, sensitivity, knowledge, skills and behaviours.</li></ul>
<b>Special requirements</b>	<ul style="list-style-type: none"><li>• At times, will be required to work outside normal working hours including weekends and evenings.</li></ul>



## Organisational areas of responsibility | Ngā wāhanga whakahaere

- **Be a team player** – Contribute to the greater team and organisational goals by completing projects and tasks in an efficient and effective manner, including any additional activities as directed by your People Leader.
- **Be flexible and adaptable** – Flexible work arrangements meet the needs of our customers, the Council and the individual and may include the need to work outside normal office hours from time-to-time.
- **Look after yourself and others** – Work within the Council's health and safety systems, policies and procedures at all times to limit risk and keep yourself and those around you safe.
- **Work with integrity** – Maintain high professional and ethical standards that align with relevant legislation, Council policies and our values.
- **Develop yourself and others** – Proactively seek out opportunities for your own professional development and work alongside others to develop them, including actively taking part in Our TRC.
- **Be culturally aware** – Show appreciation and understanding of Māori culture and values and put these into practice in your work.
- **Be an agent for change** – Always be on the lookout for ways to do things better, faster or smarter and be an active participant in the continuous improvement culture.
- **Be digitally savvy** – Understand and be competent in the use of digital technologies relevant to your role, including processing and storage of Council information in line with relevant policies.
- **Emergency planning and response** – Where required, participate in emergency management training exercises and support Council during an emergency management response, having due regard to the safety of your family.
- **Live our values** – Be aware of and demonstrate our values in ways that support inclusivity in every aspect of our work.

## Delegations of authority | Te tuku mana

Delegations for all roles are set out in the **Taranaki Regional Council Delegations Manual** as appropriate.

## Personal specifications | Ngā whakaritenga whaiaro

Qualifications	<ul style="list-style-type: none"><li>• A Bachelor's degree in community development, social sciences or communications, or a Bachelor's degree related to natural resource management or agricultural systems is required</li><li>• An IAP2 or equivalent certification is desirable but not essential.</li></ul>
Experience	<ul style="list-style-type: none"><li>• At least four years' experience in community development or stakeholder engagement role.</li><li>• Experience with building and maintaining effective relationships and gaining the cooperation of a wide range of internal and external stakeholders.</li></ul>
Skills	<ul style="list-style-type: none"><li>• Taranaki Regional Council has a skills pathway framework enabling people to plan their development and grow their skills. The core skills required for this position are aligned with <b>He Pukenga Ara Skills Pathway</b>, and a summary table is included in Appendix 1.</li><li>• Highly effective written communication skills.</li><li>• Event organisation and coordination skills.</li><li>• Excellent project and time management skills.</li><li>• Well-developed inter-personal and communication skills, with an ability to foster and maintain positive relationships at all levels.</li><li>• Ability to persuade and influence others and resolve issues with a high degree of certainty and consensus.</li><li>• Ability to resolve conflict in a positive and productive way.</li><li>• Ability appreciate Māori cultural perspectives.</li><li>• Demonstrated ability to turn complex technical information into easily understandable content and messages.</li><li>• Good computer literacy, including confidence and competence in the use of Microsoft Office products and data management systems.</li></ul>
Knowledge	<ul style="list-style-type: none"><li>• Advanced knowledge of community engagement development, planning and delivery.</li><li>• Working knowledge of and ability to use, social media, websites and other online communication channels to engage with communities.</li><li>• Working knowledge of community engagement methods.</li><li>• Established network of contacts in Taranaki rural community.</li><li>• Excellent community, cultural and political awareness.</li><li>• Awareness of environmental issues in Taranaki.</li><li>• Working knowledge of the Treaty of Waitangi principles and their application in the work place.</li></ul>

**Personal  
attributes**

- Consistently demonstrates trustworthiness, integrity, professionalism and honesty; exercises sound judgement and political sensitivity.
- A professional and mature approach.
- Sound judgement and initiative.
- Ability to think and act strategically and take a council-wide perspective.
- Ability to work well in a team or independently.
- Ability to work flexible hours, as the role requires occasional evening and weekend work.
- Self-motivated.
- Adaptable.
- Strong initiative.
- A can-do attitude.
- Self-awareness.



## Functional relationships | Te whanaungatanga mahi

Build, maintain and role model meaningful effective and sustainable relationships with;

### Internal

- Taranaki Regional Council communications team
- Taranaki Regional Council Policy and Planning staff
- Taranaki Regional Council Land Management staff
- Taranaki Regional Council Environment Services staff
- Taranaki Regional Council education team
- Taranaki Regional Council Iwi Liaison Officer

### External

- Taranaki Catchment Communities
- Māori, including hapū and iwi
- Community groups, service organisations and centres
- General public
- Environmental and advocacy groups

## Changes to job description | Ngā huringa ki ngā whakaahuatanga mahi

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.



## Our key messages | Ko ā mātou kōrero mātua

Taranaki Regional Council works with the Taranaki community:



# Improving lifestyles Supporting livelihoods Taking Taranaki forward

## Our mission | Tō tātou mīhana

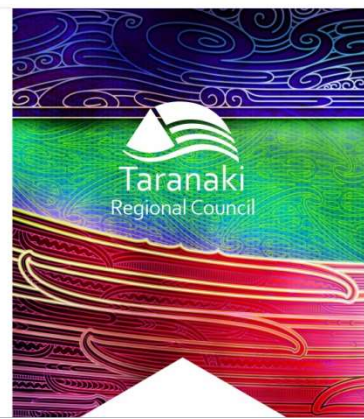
To work for a thriving and prosperous Taranaki by:

- Promoting the sustainable use, development and protections of our natural and physical resources.
- Safeguarding Taranaki's people and resources from natural and other hazards.
- Promoting and providing for significant services, amenities and infrastructure.
- Representing Taranaki's interests and contributions to the regional, national and international community.

We will do this by leading with responsibility, working cooperatively, encouraging community participation, and taking into account the Treaty of Waitangi.

## Our values | Tō tātou whanonga pono

- **Integrity** | We do what it is right, rather than what is easy.
- **Teamwork** | We are one TRC team, working together with courage and purpose.
- **Care & Respect** | We demonstrate care and respect for ourselves and others; we treat everyone with dignity.
- **Agility** | We strive for excellence, embracing change as an opportunity for innovation.



## Our health and safety | Tō tātou Hauora me te haumarū

The Taranaki Regional Council is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

**There are two key points to health and safety:**



**We will achieve these by:**

- Building a positive culture
- Aiming for zero harm
- Taking reasonable practicable steps
- Managing contractors
- Communicating
- Develop knowledge
- Investigating and learning



# He Pūkenga Ara Skills Pathway

Skill Area	Capabilities
Service Delivery	<ul style="list-style-type: none"><li>• Service Standards</li><li>• Customer Service</li><li>• Judgement and Decisions</li></ul>
Organisational Impact	<ul style="list-style-type: none"><li>• Aligns Work</li><li>• Collaborates</li><li>• Assesses Impact and Value</li><li>• Promotes Change</li></ul>
Self-Awareness	<ul style="list-style-type: none"><li>• Knows Self</li><li>• Develops Self and Others</li><li>• Builds Trust</li></ul>
Communicates Effectively	<ul style="list-style-type: none"><li>• Clear Messages</li><li>• Adapts Style</li><li>• Tact and Diplomacy</li></ul>
Digital Technology	<ul style="list-style-type: none"><li>• Systems Knowledge</li><li>• Works Efficiently</li><li>• Data Management</li></ul>
Wellness and Risk	<ul style="list-style-type: none"><li>• Policies and Procedures</li><li>• Manages Risks</li><li>• Proactive Wellbeing</li><li>• Site Safety</li></ul>
Cultural Awareness	<ul style="list-style-type: none"><li>• Reo</li><li>• Tikanga</li><li>• Whakawhanaungatanga</li><li>• Local context</li><li>• Mātauranga Māori</li><li>• Regulatory Environment</li></ul>