

Department	Council Operations
Location	Seymour Street, Blenheim
Direct/indirect reports	1
Reporting to	Group Manager Council Operations
Grade	17
Financial delegation	Budget allocated

Department Overview

This position is within the Council Operations Department. This department is responsible for delivering Council's critical support functions and essential support services. This includes Māori Partnerships; Communications; Legal Services; People & Capability; Arts, Culture & Heritage; Governance and Democratic Services; Customer Services; Fleet Management; Secretarial and Office Services; Office Management; and Marlborough Airport Limited.

Purpose of the Role

The purpose of the role is to:

- manage Council and Committee support, minutes and agendas.
- manage ELT & SLT meetings, minutes and agendas.
- manage Alcohol Licensing activities and act as Secretary for the District Licensing Committee (DLC).
- provide advice on Council Bylaws.
- provide information on local democracy/Council business.
- promote community participation/consultation.
- assist the Electoral Officer with Triennial Elections and any By-Elections.
- lead and manage the governance and democracy services requirements of Council that ensures a quality and efficient delivery of governance and democracy services, advice and support provided all times.
- manage an efficient and standardised committee secretarial service to Council and Elected Members, in accordance with the Local Government Official Information and Meetings Act 1987, the Local Government Act 2002, and Standing Orders.
- utilise specialist local government and organisational knowledge to assist the Council to meet its organisational goals.
- be a trusted and influential source of professional governance and democracy services advice.
- to carry out the role of Registrar under the Local Government (Pecuniary Interests Register) Amendment Act 2022.

Key Responsibilities

Leadership	<p>Lead, and contribute to, the successful delivery of team goals and relevant strategies.</p> <p>Lead and facilitate a way of working across your team that builds a constructive, engaged and collaborative environment via active communication.</p> <p>Embed strong leadership within your team that drives increased engagement, capability and performance.</p> <p>Lead and deliver a customer centric approach.</p> <p>Ensure all team members have clear objectives. Undertake regular feedback conversations with staff, understand their career goals and encourage participation in appropriate development opportunities.</p> <p>Ensure that staff are managed effectively in accordance with HR systems, policies and procedures.</p> <p>Build a strong and effective team capable of providing services of the highest quality.</p> <p>Monitor the performance and workloads of staff to ensure objectives are met.</p>
Staff training	<p>Ensure staff have access to appropriate training and support services and that development and training needs are fostered in the best interests of both the employer and employee.</p> <p>Train staff in specialist work and implement new systems and technology.</p>
Council agenda and minutes	<p>Ensure Council meeting agendas and minutes are recorded accurately and in a timely manner.</p> <p>Ensure you attend and take minutes at full Council meetings.</p> <p>Ensure you co-ordinate any group/speaker and councillors' attendance at meetings.</p>
Committee meetings	<p>Ensure committee meetings are properly convened and constitutionally correct in accordance with statutes and standing orders.</p> <p>Ensure agendas and minutes are prepared in an accurate and timely manner.</p> <p>Ensure decisions and actions arising from meetings of Council and committees are properly and promptly executed.</p>
ELT & SLT Support	<p>Attend ELT & SLT meetings and ensure agendas and minutes are prepared in an accurate and timely manner.</p>
Minute records	<p>Ensure complete indexed records of confirmed Council and Committee minutes are kept in accordance with the Public Records Act 2005.</p>
Council policy management	<p>Provide advice to departments as required on policy, by-laws and statutory controls and jurisdiction.</p>
Budgets	<p>Detailed budgets are prepared at appropriate times.</p> <p>Ensure budgets are implemented and maintained as required.</p>
District Council promotion	<p>Assist in promoting Council with the aim of ensuring that community groups, central government and other persons are aware of Council's responsibilities, aims and objectives and achievements.</p>

Liaison with Councillors	<p>Ensure member's needs/enquiries are satisfied.</p> <p>Assist in interpreting the political aspirations and expectations of members for the guidance of staff.</p>
Constitutional/legal/statutory	<p>Provide professional, consistent, accurate, and timely advice to staff, the Mayor, and Councillors, including proactive and sound guidance on constitutional, statutory, by-law, and meeting procedure matters.</p> <p>Oversee the governance processes of Council and facilitate compliance with all legislative requirements.</p> <p>Complete the requirements of a Registrar under the Local Government (Pecuniary Interests Register) Amendment Act 2022.</p>
Council elections	<p>Undertake review of elected member representation as required under the Local Electoral Act.</p> <p>Undertake review of election methods as required under the Local Electoral Act.</p> <p>Assist with the triennial election process.</p> <p>Assist where appropriate with any by-election.</p>
Alcohol licensing and District Licensing Committee (DLC) support and coordination	<p>Ensure that all activities of the DLC (including administrative and reporting agencies) are completed in a timely manner and in accordance with the Sale and Supply of Alcohol Act (SSA) and Regulations.</p> <p>Act as Secretary to the DLC.</p> <p>Provide advice and guidance on the SSA Act to the DLC.</p> <p>Ensure that all decisions of the DLC comply with the provisions of the SSA Act.</p> <p>Compile decisions and relevant case law for the DLC.</p>
Monitor sector trends and best practice	<p>Stay informed on sector changes and developments to ensure Council's practices stay current and underpinned by best practice.</p> <p>Identify legislative changes and new or emerging issues that may affect how Council undertakes its governance and democratic services responsibilities</p>
Strategic advice	<p>Prepare written and verbal advice to Mayor and councillors on best practice for Council's governance structure post-election and at any review point.</p> <p>Ensure that mandatory documents are prepared and updated following a triennial local election and as required, including the Local Governance Statement, Members' Code of Conduct and Standing Orders.</p> <p>Prepare timely high-quality reports and workshop information where required to support decision making.</p>
Governance & Democracy Services	<p>Oversee the delivery of Council's governance and democracy services, advice, processes, documentation and reviews to ensure compliance with all relevant legislative requirements including:</p> <ul style="list-style-type: none"> - Elected Members Pecuniary Interests Registers - Local Governance Statement - Representation reviews - Standing Orders - Elected members Code of Conduct - Elected members including induction, remuneration and expense reimbursement - Elections - Co-ordination of Council Committees, sub committees, meeting procedures and secretarial services

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	<p>Oversee Council and Committee reports to ensure statutory requirements are met.</p> <p>Co-ordinate committee reviews and the committee appointment, Council policy and Terms of Reference.</p> <p>Identify legislative changes and new or emerging issues that may affect how Council undertakes its governance and democracy services responsibilities.</p>
Elected Members	<p>Oversee the provision of post-election support for triennial and bi-elections, including correct procedures for establishment of Council, Committees, code of practice and induction for newly elected members.</p> <p>Oversee the development of elected member induction packs and development, co-ordination and delivery of elected member development programme for the triennium.</p> <p>Advise on remuneration, allowances and expenditure procedures of the elected members.</p> <p>Implement remuneration related policies and requests of the Remuneration Authority and/or Local Government NZ, in all their dealings with Council.</p> <p>Provide advice and assistance in the setting and management of internal budgets for the democratic processes.</p>

Organisational Responsibilities

Continuous Improvement

Drive an improvement culture by encouraging innovation and proposing, defining and implementing improvements to services and processes.

Customer Service

Drive a customer focused culture. Use your understanding of customer needs to drive improvements.

Digital Mindset

Drive a “digital mindset” which allows your team to approach situations with a digital focus, taking full advantage of the technology, information, and data available to us whilst ensuring operational outcomes, efficiency, and security aren’t compromised.

Be aware that transformation comes not from a change of system or infrastructure but a change in mindset. Opening your mind to the idea of doing things differently can unlock the true range of possibilities.

Health, Safety & Wellbeing

Role model your commitment to HS&W by leading by example, making risk-based decisions, monitoring performance and holding yourself and others to account.

Create a climate of information sharing, trust and understanding around mental health care issues, and the process of recovery for those needing support. Encourage staff to attend mental health and wellbeing promotion programmes.

Take ownership and responsibility for your own decisions and actions by proactively engaging in safe work practices that prevent injury; and looking out for your colleagues, contractors, customers, and visitors.

Contribute to Council’s ongoing safety improvement journey.

Make safety a priority and help lead the way!

Inclusion & Diversity

Drive an inclusive workplace - an environment where our employees feel safe, valued and respected; and have opportunities to contribute their perspectives, experience and talents to our organisation.

Foster a diverse workforce (the visible and invisible factors that define us as individuals) by displaying an open-minded, non-judgmental attitude towards others.

Record Management

Ensure your team create and maintain all records of Council business (regardless of format) in approved corporate information systems, as per Council’s information and data management policies and procedures.

Response in Emergencies

Be available to assist during emergencies as and when they occur; and enable and encourage team members to do the same.

Risk Management

Understand, report, manage and lead operational and compliance risk. Ensure your team complies and gives advice in accordance with Council’s risk management policies and procedures.

Te Ao Māori

Demonstrate leadership by developing cultural competency; for example by developing understanding of te reo Māori, tikanga Māori (Māori customs and practices), mātauranga Māori (Māori wisdom, knowledge and understanding) and Te Tiriti of Waitangi; and by engaging with Māori communities as required within your role.

Other Duties

Take on any additional duties or special projects that may be assigned from time to time and ensure that these are performed effectively and efficiently

Person Specification

Qualifications	A Bachelor's Degree in Public Policy, Law or other related discipline.
Experience and knowledge	<p>A minimum of 5 years relevant experience.</p> <p>Proven leadership skills.</p> <p>Proven understanding of systems and processes.</p> <p>Ability to maintain a high standard of service under pressure.</p> <p>Excellent facilitation/communication skills.</p> <p>Excellent english, secretarial and computer skills.</p> <p>Sound decision making skills.</p> <p>Robust research skills.</p> <p>An understanding of administrative processes within local/central government.</p> <p>Political process knowledge.</p> <p>Legal experience.</p> <p>Knowledge of legislative processes.</p>

Core Competencies

Adaptability	<p>Capacity to recognise opportunities, incorporate new ideas, and adapt to changing circumstances.</p> <p>Takes on challenges with positivity, professionalism and enthusiasm.</p>
Commitment to improvement	<p>Openness to feedback/reflection in order to grow skills and knowledge.</p> <p>Enthusiasm for continuous improvement, efficiency in processes and for increasing knowledge and technical abilities.</p>
Communication	<p>Communicates messages in a clear, concise, and consistent manner.</p> <p>Uses the most effective method of communication for the audience and situation. Communication is clear, concise, and consistent.</p> <p>Utilises effective listening skills and questioning techniques.</p>
Customer focus	<p>Recognises the diversity of customers and adapts approach and style to meet their needs.</p> <p>Consistently demonstrates respect, responsiveness and professionalism while providing superior services for customers.</p> <p>Problems and complaints are acknowledged, and attempts made to resolve them in a timely fashion.</p>
Digital literacy	<p>Ability to learn new technological skills essential for digital transformation and to think innovatively and embrace a perpetual learning culture.</p> <p>Motivation to use digital skills to create new opportunities.</p>

Integrity	<p>Ability to manage sensitive and confidential information and situations with the utmost tact, discretion, and judgement.</p> <p>Ability to role model behaviours and attitudes that align with Council's Values.</p>
Interpersonal skills	<p>Ability to establish and maintain effective working relationships with a diverse range of stakeholders, both internal and external.</p> <p>An ability to gain and maintain professional credibility, confidence and respect across a wide range of agencies, community groups and Council staff.</p> <p>Values diversity and supports different ways of working.</p> <p>Credits others for their contributions and accomplishments.</p>
Leadership	<p>Ability to act as a good role model and create a positive environment that fosters, develops and promotes engagement and a good team culture.</p> <p>Ability to effectively support and proactively assess the team's workload and reallocate workloads when needed.</p> <p>Ability to create and reinforce a culture that is free from harassment, bullying and discrimination; supports inclusion and diversity; and reduces the stigma around mental illness.</p> <p>Effective delegation skills.</p>
Organisational skills	<p>Proactively plans work and manages competing priorities to ensure deadlines are met.</p> <p>Plans and utilises resources in the most effective and efficient way.</p> <p>An ability to manage projects, on time and to agreed budgets.</p>
Problem solving and decision making	<p>Well-developed business, political, and financial acumen with a successful history of sound decision making.</p> <p>Balanced and informed approach to solving complex situations.</p> <p>Makes appropriate decisions, taking into consideration impacts and risks.</p> <p>Uses own judgement and experience to solve problems.</p> <p>Empowers staff to make own decisions.</p>

Strategic Framework

Vision	Marlborough is a globally-connected district of smart, progressive, high-value enterprises, known for our economic efficiency, quality lifestyle and wellbeing, caring community, desirable location and healthy natural environment.
Mission	We invest in Marlborough's future, our people, quality lifestyle and outstanding natural environment.
Values	Council's values and behaviours are based on Respect, Professionalism and Integrity. Council is committed to an environment that supports professional development, an equal opportunities workplace and a positive culture.

	<p>All staff are expected to endorse and support Council's Vision and Values and actively work to achieve them, behaving with the highest level of professionalism and integrity and exhibiting courtesy and impartiality towards colleagues and the community.</p> <p>Our values are:</p> <ul style="list-style-type: none">• We are open, transparent and collaborative.• We partner with tangata whenua iwi.• We involve and respect our many cultures.• We are innovative and strive for excellence.• We are adaptive and responsive to community needs.• We work in an environmentally sustainable manner.
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