

Monitoring and Performance Manager

Department	Strategic Management
Location	Seymour Street, Blenheim
Direct reports	Nil
Reporting to	Group Manager Strategic Management
Grade	20
Financial delegation	Budget allocated

Department Overview

This position is within the Strategic Management Department. This department is responsible for setting and delivering on, Council's overarching strategy; regional promotion; and improving Economic and Community Development. This includes Strategic Planning; Long Term and Annual Planning; Strategic Development; Monitoring & Performance; Destination Marlborough; Economic Development; and Events & Community Partnerships.

Purpose of the Role

The purpose of the role is to:

- lead the development and implementation of performance monitoring, evaluation, and reporting systems to support Marlborough District Council's strategic direction and operational effectiveness.
- ensure Council services are delivered efficiently, transparently and consistently with Council's key plans.
- foster a culture of continuous improvement and evidence-based decision-making across the organisation.

Key Responsibilities

Performance monitoring and reporting	<p>Design, implement and manage Council-wide performance monitoring frameworks that align with legislative requirements, the Long-Term Plan (LTP), Annual Plan, Annual Report and community expectations.</p> <p>Develop and manage outcome measures and key performance indicators associated with Council's strategic direction, including central government indicators and Te Korowai project requirements.</p> <p>Oversee publication and communication of key performance data to internal and external stakeholders.</p>
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Strategic planning and evaluation	<p>Integrate performance data into strategic planning, policy development, service reviews and decision-making processes.</p> <p>Develop and maintain internal and external data dashboards to support forecasting, reporting and compliance needs.</p> <p>Evaluate Council programmes and services for effectiveness, efficiency and community impact, providing actionable recommendations for improvement.</p>
Data governance and quality assurance	<p>Maintain high standards of data integrity, accuracy and consistency across Council departments.</p> <p>Collaborate with IT and data teams to continuously improve data management systems and reporting tools.</p> <p>Promote best practices in data governance and performance reporting.</p>
Stakeholder engagement and capacity building	<p>Work closely with Council managers, staff and elected members to identify and meet performance information needs.</p> <p>Build organisational capability in performance management, monitoring and evaluation through training and guidance.</p> <p>Facilitate cross-departmental collaboration and document key performance indicator methodologies and processes.</p> <p>Liaise with external auditors, peer councils and key stakeholders as required.</p>
Continuous improvement	<p>Identify and implement opportunities for process and service improvements based on performance data and stakeholder feedback.</p> <p>Promote and support a culture of organisational learning, continuous improvement and evidence-based decision-making.</p> <p>Stay current with legislation, policy and best practices in public sector performance monitoring and evaluation.</p>

Organisational Responsibilities

Continuous improvement

Challenge the status quo and continuously seek opportunities to improve services and processes.

Customer service

Relate with the public in a courteous and positive manner. Actively listen to understand and meet customer's needs.

Digital mindset

Have a "digital mindset" which allows you 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 and wellbeing

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

Report hazards, injuries, illnesses, near-misses, unsafe practices, rules that don't work and other opportunities for improvement without fear or delay, so that we can all learn and share in the learning.

Co-operate with reasonable instructions and procedures.

Contribute to Council's ongoing safety improvement journey.

Make safety a priority and help lead the way!

Inclusion and diversity

Support 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.

Support 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

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, working within your level of competence and training.

Risk management

Understand, report and manage operational and compliance risk. Familiarise yourself, comply with and give advice in accordance with Council's risk management policies and procedures.

Te ao Māori

Willingness to develop cultural competency; for example by developing an 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	Bachelor's degree in public policy, business administration, data analytics, or a related discipline.
Experience and knowledge	<p>At least 5-6 years' experience in performance management, monitoring and evaluation, or strategic planning, ideally within the public or local government sector.</p> <p>Strong analytical and problem-solving skills, with the ability to interpret and present complex data.</p> <p>Experience designing and implementing organisational performance frameworks and KPIs.</p> <p>Excellent reporting and communication skills, including experience preparing information for executive and governance audiences.</p> <p>In-depth understanding of New Zealand's local government framework and statutory planning processes.</p> <p>Demonstrated ability to lead cross-functional initiatives and positively influence organisational change.</p> <p>Strategic Thinking: Aligns performance initiatives with Council's long-term goals and community outcomes.</p> <p>Leadership: Guides teams to deliver high-quality insights and improvements.</p> <p>Analytical Acumen: Translates data into actionable insights that drive decision-making.</p> <p>Communication: Clearly conveys complex information to diverse audiences.</p> <p>Collaboration: Fosters strong relationships across departments and with external partners.</p> <p>Integrity and Accountability: Maintains high ethical standards and ensures transparency in all reporting.</p>

Core Competencies

Adaptability	<p>Ability to maintain a calm, professional manner in challenging situations.</p> <p>Ability to operate effectively in a complex and changing environment.</p>
Commitment to improvement	<p>Enthusiasm for continually increasing knowledge and technical abilities.</p> <p>Enthusiasm for continuous improvement and efficiency in processes.</p>
Communication	<p>Excellent oral and written communication skills which are appropriate and relevant to the audience.</p>
Customer focus	<p>Excellent customer services skills.</p> <p>Ability to understand customers' needs via active listening.</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 handle confidential or controversial information with discretion and professionalism.</p> <p>Takes accountability for own actions.</p>
Interpersonal skills	<p>Proven ability to work effectively in a team environment.</p> <p>Proven ability to develop relationships and work collaboratively with others.</p>
Organisational skills	<p>Strong personal prioritisation and time management skills.</p> <p>Ability to multi-task, prioritise, pay attention to detail and use initiative.</p>
Problem solving and decision making	<p>Considers risk factors in decision-making.</p> <p>Uses own judgement and experience to solve problems.</p>

Strategic Framework

Vision	<p>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.</p>
Mission	<p>We invest in Marlborough's future, our people, quality lifestyle and outstanding natural environment.</p>
Values	<p>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> <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.