



Title: Community Development and Events
Reports to: Community Services Manager
Location: 96 West End, Kaikoura **Date:** June 2022

Purpose of role:

Based at front of house/reception, positive and pro-active customer service is the core function of this role. In addition, the role is also responsible for creating, promoting, and delivering a wide range of community events. It further involves co-ordination and assistance with community groups and projects.

Whilst there is an approximate overall split of 60% Customer Services; 20% Community Events; 20% Community Development the priorities and time allocation to these may vary considerably week to week.

Customer Service (60%):

- To deliver professional customer services and be responsible for effective and efficient administrative services to our citizens and staff. To support the community and the organisation to flourish – connected, positive citizens with healthy economies. To be the first point of contact with our community, while understanding the wider Council roles and responsibilities and assisting other departments.

Community Events (20%):

- Creating, promoting, and delivering a wide range of community events, often supporting with administration as agreed with the Community Services Manager.

Community Development (20%):

- Co-ordination and assistance with community groups, community projects as agreed with the Community Services Manager.

Areas of Responsibility:

Key deliverables / expected results will be agreed with the Community Services Manager on a regular basis.

Key Responsibilities	<ul style="list-style-type: none">• To be an integral part of the customer service/reception service of the Council• To be the key contact for all community events, including Emergency Management community events, and maintaining a data base/events information• Identifying and supporting community projects.
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<p><u>Customer Services</u></p>	<p>Customer Services</p> <ul style="list-style-type: none"> • To provide friendly, helpful, prompt, and accurate service to the public in accordance with instruction and policy providing a valuable link between Council services and the public. <p>Customer enquiries:</p> <ul style="list-style-type: none"> • To provide an effective reception service, greet customers in a courteous manner, and answer questions regarding Council activities – linking with internal departments as required • To provide an effective, friendly, and professional telephone service • To provide cashier duties, ensuring receipts balance, daily banking and computer entry of all money is received. <p>Customer service duties include:</p> <ul style="list-style-type: none"> • Hall bookings • Building appointments • Customer service requests • Deposits • Liaise with the cleaning company to ensure Hall is kept clean • Ensure property files and plans are distributed promptly when requested • Ensure mail is handled as per FOH processes and Laserfiche • Ensure that all public forms are stocked and available for public distribution / collection • Assist the community with rates queries • Ensure cleanliness of reception, office area, photocopy room and kitchen • Purchasing supplies • Provide backup for typing services and other specific typing and administration duties • Assist with other duties not specified as and when required by the Community Services Manager.
<p><u>Community Events</u></p>	<ul style="list-style-type: none"> • Event coordination, administration, and management, as required • Write regular and ad hoc reports, as appropriate, on work in progress/ initiatives • Advise the Community Services Manager on community developments and events • Prepare monthly reports to the KDC Council meeting • Understand youth council needs and support • Manage all budgets relating to contracts for specific projects.
<p>Community Development</p>	<ul style="list-style-type: none"> • Assist the Kaikoura District Council and the community in the development, implementation, management of community projects • Identify strategic implications and linkages with relevant local projects

	<ul style="list-style-type: none"> • Identify links and synergies between strategies and integrate at an operational level • Coordinate and structure progress meetings, ensuring key stakeholders can input feedback throughout the process • Develop, monitor, support and facilitate a collaborative action planning and implementation process • Establish a positive, credible public profile facilitating local solutions to local needs • Develop a relationship with KDC Communications Officer to support and strengthen local projects and networks.
Health and Safety	<ul style="list-style-type: none"> • To promote a safe and healthy workplace as outlined in Kaikōura District Council's health and safety policy and procedures • To raise an issue or concern about health and safety and take part in resolving the issue.
Organisational Well-being	<ul style="list-style-type: none"> • To provide ongoing support to and be valued by fellow team members • To take on additional duties, either individually or within a group and perform effectively • To demonstrate a good working knowledge and awareness of and contribute to development of policy and procedure • Council's policy and procedure are complied with • Lines of communication and feedback remain open and effective • To be alert to the security and safety of people and property.
Civil Defence	<ul style="list-style-type: none"> • Provide support to the Controller during event response • To take part in Emergency Management Training as required.

Key Relationships:

Internal

- Council Staff
- Community Services Manager
- CEO and Senior Managers
- Museum staff
- Mayor and Councillors.

External

- Tangata Whenua
- Te Tiriti Partners
- Community groups and organisations
- Youth Council
- Stakeholders
- Members of the public
- Ratepayers
- Crown agencies.

Person Specification:

Skills & Experience	Essential	Desirable
Highly developed interpersonal and communication skills, cultural awareness, and empathy	✓	
Welcomes and values, diversity, and contributes to an inclusive working environment where differences are acknowledged and respected.	✓	
A track record in planning, promoting and delivering events	✓	
The ability to assist groups to formulate their ideas into constructive actions, ability to undertake community-based research, and to effectively complete projects. Exercises sound judgement and sensitivity — especially in relation to the community organisation, local governments etc.	✓	
Strong problem resolution and decision-making skills - able to clearly identify problems (to think and act 'ahead of the curve' and proactively follow up), seek alternative solutions, identify risks and benefits, seek input from others and make sound decisions based on these considerations.	✓	
A proven track record working well with community groups and proven networking skills.	✓	
Well-developed computer skills particularly Microsoft Office suite and particularly Word, Excel and PowerPoint	✓	
Proven ability in performing a range of tasks under competing demands, and producing a quality result, consistently on time	✓	
Discretion, and the ability to handle a high level of confidentiality and ambiguity	✓	
An ability to work successfully as part of a team as well as independently and provide self-motivation	✓	
Ability to take ad hoc minutes to a professional standard	✓	
Cash handling experience is desirable		✓
Local Government experience		✓

Required Competencies:

Deciding and Initiating Action	Takes responsibility for actions, projects, and people; takes initiative and works under own direction; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks. Forward planning ability.
Working with People	Shows respect for the views and contributions of other team members; shows empathy; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.
Presenting and Communicating Information	Speaks fluently; expresses opinions, information, and key points of an argument clearly; makes presentations and undertakes public speaking with skill and confidence;

	responds quickly to the needs of an audience and to their reactions and feedback; projects credibility.
Writing and Reporting	Exceptional attention to detail. Writes convincingly; writes clearly, succinctly, and correctly; avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way; structures information to meet the needs and understanding of the intended audience.
Applying Expertise and Technology	Applies specialist and expertise; uses technology to achieve work objectives; develops job knowledge and expertise (theoretical and practical) through continual professional development; demonstrates an understanding of different organisational departments and functions.
Delivering Results and Meeting Customer Expectations	Focuses on customer needs and satisfaction; sets high standards for quality and quantity; monitors and maintains quality and productivity; works in a systematic, methodical, and orderly way; consistently achieves project goals.
Persuading and Influencing	Gains clear agreement and commitment from others by persuading, convincing and negotiating; makes effective use of political processes to influence and persuade others; promotes ideas on behalf of oneself or others; makes a strong personal impact on others; takes care to manage one's impression on others
Planning and Organising	Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.
Relating and Networking	Easily establishes good relationships with customers and staff; relates well to people at all levels; builds wide and effective networks of contacts; uses humour appropriately to bring warmth to relationships with others.
Creating and Innovating	Produces new ideas, approaches, or insights; creates innovative products or designs; produces a range of solutions to problems.
Adhering to Principles and Values	Upholds ethics and values; demonstrates integrity; promotes and defends equal opportunities, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.
Following Instructions and Procedures	Appropriately follows instructions from others without unnecessarily challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety

	requirements of the role
Adapting and Responding to Change	Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.
Coping with Pressures and Setbacks	Maintains a positive outlook at work; works productively in a pressurised environment; keeps emotions under control during difficult situations; handles criticism well and learns from it; balances the demands of a work life and a personal life
Achieving Personal Work Goals and Objectives	Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities.

General:

As an employee of the Council, you are required to:

- To ensure that Tikanga Maori and the Treaty of Waitangi is given proper consideration in all activities.
- Be associated as required with CDEM or any exercise that might be organised in relation to the Council function.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy and abiding by Council Policy.
- Respond to the changing needs of Council, performing other tasks as reasonably required.
- Be responsible for providing a safe work environment, implementing KDC health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety.