

Performance & Continuous Improvement Lead



Come work with us!

We do everything from roads to water, reserves to resource management, community housing to town planning, cultural facilities to an aquatic centre... and so much more! With our wide-ranging responsibilities and supportive team environment there's plenty of opportunity for you to grow and develop.

Yes, life in local government can be challenging, but it's also rewarding. At Waitaki District Council we're small enough to take the time to listen, to be real and to make a difference.

And what's not to love about a place where you can be in the ocean or heading into the mountains within half an hour? Where weekends can be spent biking, hiking, skiing, boating, or simply relaxing in some of the most spectacular hospitality and scenery in Aotearoa.



Waitaki
DISTRICT COUNCIL
TE KAUNIHERA A ROHE O WAITAKI

Performance & Continuous Improvement Lead

POSITION DESCRIPTION

Your place in Waitaki District Council

Performance & Continuous Improvement Lead, reporting to the Director, Strategy, Performance & Design

Purpose & outcome of this role

You lead a team fostering continuous improvement and performance management. Collaborating with colleagues, you ensure Council meets its audit and compliance reporting obligations, gathering and interpreting business data to meet strategic objectives.

About the Performance & Continuous Improvement Lead Directorate

We develop both broad and detailed plans to help our organisation, partners, and community focus on what's important and achieve Council's goals.

Collaboration across teams, in both design and delivery, is crucial to align specific strategies and policies with Council's goals. We oversee the Organisational Performance Management Framework which ensures activities are planned, monitored, and improved.

You are part of the Lead cohort

Leads play a critical role in Waitaki District Council delivering on our strategic framework by translating strategy into action through your teams.

Leads think of the organisation and our community, customer and partners before Directorate or team and you role model connecting with and working in partnership with others so we collectively succeed.

You actively shape work plans in a way that is strategically aligned and enables people to manage both the work and their wellbeing.

You harness the talent of people in your team and across Council to both progress their careers and drive the Council forward.

Because of your people-centred leadership practices, as well as your willingness to be authentic as you lead, people feel comfortable to chat easily with you and seek your direction and guidance.

You empower people to grow and develop through coaching, delegating, team building and helping to lift our collective capability. You actively demonstrate your own continuous learning journey.

Empowering our people and place to thrive

*Whakapuāwai
takata,
Whakapuāwai
whenua*

Context and responsibilities of this role

- As a lead, you translate strategy into action, guiding your team to deliver organisational, team, and individual objectives.
- You balance the needs of the community, customers, and partners with your Directorate or team and model effective collaboration.
- You lead continuous improvement activities and manage improvement initiatives across Council. You set the direction and requirements for Councils business intelligence and analytical functions, promoting and enabling others to utilise analytics to support their decision-making and continuous improvement initiatives.
- Overseeing the Organisational Performance Management Framework, you manage data acquisition, such as the Resident Satisfaction Survey, and performance reporting.
- Partnering with colleagues, you support Council's efforts to meet compliance reporting obligations.
- You provide training, coaching, and support in continuous improvement and performance management, offering advice to the Strategy and Commissioning team and broader Council regarding service and operational improvements.
- You coordinate your team's activities in information gathering, data science, and analysis, ensuring accurate and insightful routine and ad hoc reporting, including to Council, as part of the OPMF or as required.

Grade 18

Last reviewed 15.07.2024

Skills you must do well



Imagine the future

Understand business drivers, strategic partnerships and how to deliver greater value for the community. Critically review what and how things are done now and imagine how they could be done sustainably in the future. Navigate a pragmatic path toward making innovation and strategic change a reality.

With others, improve our systems and processes

Engage broadly, collectively and credibly with others – be part of the system that delivers on our community's vision and ambitions through inclusive, trust-based relationships. Influence across Council and sectors, collaborate and partner in ways that helps us make sustainable, people-centred improvements or large-scale changes.

Lead people and teams

Lead and interact in ways that role models our values to others every day. Coach, empower and develop individual and team talent. Flex your style to enable and inspire individuals and teams to realise their potential and perform at their best.

Have a track record of delivery

Turn strategy into something that can be delivered and measured. Meet delivery targets, regulatory, legislative and quality expectation. Identify and manage risk. See and explain how work is integrated. Deliver for your team as well as collectively for the Council.

Be agile and change capable

Lead others to navigate change by articulating 'the what and why' and framing in positive and constructive ways. Adjust priorities, pivot to new challenges and opportunities and redeploy resources when needed. Adapt to change and uncertainty with a growth mindset and support others to do the same.

Lead a continuous learning approach

Bring a collective approach to learning and improvement. Role-model the importance of experiments and taking calculated risks. Be deliberate about practicing lessons learned to improve the customer experience and support people's growth and development on the job.

Demonstrate our values and act with integrity, transparency and trust

Provide authentic, honest, transparent communication and ways of working that builds trust, engages people, reflects Council values and advances the longer-term best interests of the Waitaki district and community. Step up to address difficult issues through having courageous conversations when required.

Community and outcome focus

Value delivering for the needs of our communities in all we do, maintaining focus on outcomes and be careful not to have process, outputs and distractions dominate.

Customer focus

Promote a customer-centric culture in your team through actively gathering and integrating customer feedback. Collaborate across functions to streamline and align services with customer expectations and ensure a unified effort to consistently enhance the overall customer experience.

Demonstrate political acumen

Navigate complexity and ambiguity of political and sector environments. Understand and successfully navigate local government decision-making and operating procedures.

Self-aware, reflective and adaptable

Leverage self-awareness to improve how you interact and work with others. Strengthen personal capability over time and optimise effectiveness with different situations and people to adapt well in a changing environment.

Resilient

Show composure, grit, and a sense of perspective when the going gets tough; help others maintain optimism, keep focus on solutions and recover and learn from setbacks.

Cultural perspective

Provide guidance and support for staff in understanding and valuing cultural diversity, fostering an inclusive and culturally sensitive work environment and helping us better reflect the diverse community we serve in the Waitaki District.

Curious

Show curiosity, flexibility, and openness in analysing and integrating new ideas, information, and differing perspectives.

Relationships

Internal

- You work collaboratively with your **leadership peers** across Council to progress strategically aligned activities and reinforce our people and customer-centred approach.
- **Council Leadership Team:** You build trust and credibility through understanding business needs and presenting informed proposals that are people and customer centred, demonstrate strategic alignment, value for the investment and connection across Council and/or the district.

External

- You work with **sector counterparts** to facilitate alignment on shared issues and opportunities.
- You build and maintain connections with key **external contacts and organisations** and extend our networks to our diverse communities to enrich our work.
- **Contractors, consultants, or vendors** - You carefully vet, engage and direct external expertise to ensure it is available at the right time to augment our inhouse capability when needed. You keep relationships strong to support regular and core multi-year programmes of work.



Experience and qualifications

In addition to 'skills you must do well' the following experience and qualifications are specifically required for this position:

Qualification

- A recognised and relevant tertiary qualification in a related discipline or an equivalent combination of alternative qualifications and industry experience.
- Certification in contemporary business/continuous improvement methodology.
- Full NZ Drivers Licence

Knowledge & Experience

- Experience in development and management of organisational performance management framework within medium to large organisations, ideally in local government.
- Familiarity with contemporary practices in business intelligence, data science and analytics.
- Sound working knowledge of relevant legislation, policies and procedures relating to local government.



All of Council responsibilities

Health, Safety and Wellbeing

As a leader, you lead by example and promote an organisational culture which fosters health, safety, and wellbeing through positive staff engagement, authentic leadership and by communicating and enabling policy that fosters a healthy, resilient and high-performing team.

You manage hazards and incidents effectively, you lead by example ensuring evacuation procedures are followed, and prioritise the physical and mental wellbeing of yourself and others in the workplace.

Emergency Management, Civil Defence and Business Continuity

You champion the important role Council has in keeping the community and Council safe in response situations.

You actively participate in associated training sessions, promptly respond to adverse events, and effectively fulfil any role-specific responsibilities.

You ensure team members you are responsible for are supported and available to do the same.