

ENVIRONMENT SOUTHLAND

Communications & Partnerships Manager

Role description

About us

Our mission

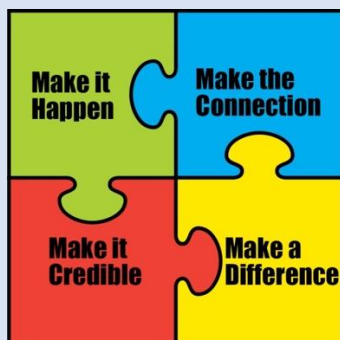
Working with the community to enhance Southland's environment.

Our vision:

A thriving Southland (Te taurikura o Murihiku)

Our values:

Here at ES, we -



Role purpose

The Communications & Partnership Manager is responsible for the delivery of communications, information, education resources, products and programmes that support positive environmental outcomes, and drive impactful change in the behaviour of urban and rural residents and their interactions with Council.

Emphasis is on:

- People leadership
- Leading communications and engagement for the organisation
- Maintaining oversight of all educational initiatives, including Enviroschools
- Developing and managing strategic partnerships with Environment Southland's key stakeholders
- Identifying opportunities for further collaboration and integration
- Coordinating cross-organisational engagement activity
- Identifying and escalating reputational risks and issues to minimise impact
- Producing regular engagement monitoring and performance reports
- Driving brand awareness.

This role will be subject to a Ministry of Justice Police Check.

About your role

Grade: 21

Pathway: L7

Group/Division: Community & Engagement Group / Communications & Partnerships Team

Reports to: General Manager
Community & Engagement

Who you will be working with

Direct reports:

- Team Leader Education
- Team Leader Digital & Channel
- Team Leader Communications & Engagement
- Senior Writer

Indirect reports:

- Education Advisors
- Graphic Designer
- Communication Advisors

Key relationships

External:

- Community and special interest groups
- Iwi
- Ratepayers, landowners and public
- Consultants and advisors
- Professional colleagues and associations
- Territorial Authorities and other Regional Councils
- Central Government agencies

Internal:

- Chief Executive
- General Managers
- Divisional Managers
- Other staff at Environment Southland

Delegations

In line with the Environment Southland Delegations Manual

Your leadership profile – Division leader / Manager

*Your crucial challenge as a **Division leader** is learning to set the direction, rather than just delivering the existing direction. The key to your success will be to influence a wider range of people and provide greater strategic leadership, while continuing to look after people and ensure things get done.*

*To be an effective **Division leader**:*

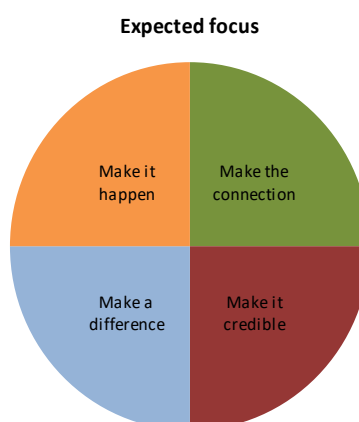
Make the Connection – Establish relationships with a broader range of external stakeholders, build trust and co-operation across Environment Southland, build a customer-centric culture across your division, and empower your direct reports with responsibility for their projects and work programmes.

Make it Happen – Coach people in management and problem-solving skills, develop talent across your division as a whole, and uncover and address any barriers to high performance in your division.

Make a Difference – Contribute to the development of our organisational strategy; hold conversations at the right strategic level; make decisions from a longer-term strategic perspective; and lead business improvement, innovation, and organisational change.

Make it Credible – Build your skills in communicating with diverse audiences, presenting to groups, responding to media inquiries, navigating complex and sensitive conflict situations, and influencing political stakeholders and other senior people.

All elements of the Environment Southland Leadership Competency Framework are of equal importance as a **Divisional leader**.



Your accountabilities

People Leadership	<ul style="list-style-type: none"> • Provide leadership that fosters a positive team environment that develops and promotes engagement and a culture of high performance. • Create opportunities for direct reports to be consulted on and included in decision making that may impact upon team performance outputs. • Ensure all direct reports have clear performance goals and measures that are aligned with Council's strategic goals and meet regularly (minimum once a month 1:1) to discuss and review progress • Take an active responsibility for the recruitment, induction and ongoing socialisation of new direct reports to the team. • Support your team to uphold Te Tiriti o Waitangi responsibilities on behalf of Environment Southland, including through fostering a culture of personal development and awareness. • Identify opportunities and support direct reports with on-going development (use the Development guide for people leaders). • Embrace Leader as Coach communication style. (ASK approach, rather than TELL approach). • Role model Council's values and good leadership practice across the leadership peer group, colleagues and team.
Communications	<ul style="list-style-type: none"> • Develop the communications operating model so that it is proactive, strategic, and flexible to support the organisation and its teams to deliver on their priorities. • Develop and implement effective communication strategies that align with organisational goals. • Ensure that all communications are consistent with the organisation's brand, tone, and voice. • Lead risks and issues management as required, working closely with the Chief Executive and Executive, advising them on managing sensitive issues with communications implications.
Partnerships	<ul style="list-style-type: none"> • Identify and establish strategic partnerships with organisations, influencers, third party advocates and other stakeholders that align with company objectives. • Develop and manage long-term relationships with key partners to enhance business opportunities and mutually beneficial collaborations. • Coordinate partnership agreements, contract negotiations, and ensure the successful execution of collaborative initiatives. • Collaborate cross-functionally to ensure partnerships and communications strategies are integrated effectively across the organisation.
Strategic Planning & Execution	<ul style="list-style-type: none"> • Lead communication campaigns that support business goals and partnerships. • Monitor the effectiveness of communication initiatives, adjust strategies based on performance metrics and feedback. • Develop and manage budgets for communications campaigns and partnerships.
Education	<ul style="list-style-type: none"> • Maintain oversight of all educational initiatives, including the Enviroschools programme • Identify and oversee the development of new opportunities for environmental education across the region.
Engagement	<ul style="list-style-type: none"> • Responsible for all cross-organisational community engagement activity • Produce regular engagement monitoring and performance reports
Support team delivery	<ul style="list-style-type: none"> • Ensure all direct reports have clear programmes of work for their teams, and that activities are prioritised and delivered to a good standard on time.

	<ul style="list-style-type: none"> • Ensure all direct reports and their teams have the capacity and capability needed to deliver their work, and the tools needed to work efficiently and effectively.
Strategy and vision	<ul style="list-style-type: none"> • Assist with leading the implementation and delivery of Council's strategy from both the division and Environment Southland's leadership forum's perspective. • Actively contribute to focused initiatives that reflect Council's vision and values. • Understand issues across the group and initiate strategic discussions.
Project management	<ul style="list-style-type: none"> • Initiate and manage projects which may be financial, transformational, strategic and/or leadership focused from time to time providing assistance, advice and support as required. • Monitor progress against commitments and report regularly to the GM. • Application in line with Council's corporate project management systems and processes.
Finance (budgets)	<ul style="list-style-type: none"> • Consider issues in terms of cost and effective use of resources. • Understand financial principles. • Develop annual budgets which will contribute to Council's Long-Term Plan, Annual Plan / annual work programmes. • Meet the agreed financial budgets / targets set for the division and its activities. • Provide monthly reports as required, noting key activities, highlights and issues. • Budget reporting (Budgets vs. actual) • Approving operational expenditure (within delegated authority).
Continuous improvement	<ul style="list-style-type: none"> • Proactively seek, promote and implement ideas and initiatives that improve the service levels and business processes that are the responsibility of the position. • Show flexibility, adaptability and a willingness to change and are open to feedback as an opportunity to improve. • Ensure effective and efficient delivery of the division operational activities that meet and/or exceed performance objectives.
Stakeholder relationships / customer service	<ul style="list-style-type: none"> • Establish strong and effective relationships with internal and external stakeholders, including Councillors, iwi, related industry and community interest groups. • Through strong relationships and influence, support organisational change to new ways of working. • Establish and maintain a positive relationship with the media • Promote a 'customer first' and first contact resolution culture so that all customers hold Council in high regard for the way they are treated. • Maintain high level of customer service under all conditions, devising solutions and meeting commitments within timeframes and constraints.
Other duties	<ul style="list-style-type: none"> • Any other duties as may be required from time to time.

Your health, safety and wellbeing

- Provide visible leadership i.e. Walk the Talk on:
 - How to work safely and take responsibility for keeping self, colleagues, contractors and customers free from harm
 - Report all incidents, near-misses, hazards and accidents promptly
 - Know what to do in the event of an emergency
- Conduct health, safety and wellbeing investigations following reported incidents, in collaboration with the health, safety and wellbeing rep.
- Prepare and deliver team-specific health, safety and wellbeing induction for new or transferred employees.
- Participate in safety and wellbeing initiatives and programmes as required.

- Attend required health and safety training and induction sessions.

Working with Māori

Working at Environment Southland requires all of our staff to uphold the council's Te Tiriti o Waitangi responsibilities as part of their day-to-day role. This might be through the appropriate delivery of functions through various legislation where Te Tiriti o Waitangi or partnering with mana whenua is required or upholding the commitments that our elected councillors have made to Ngāi Tahu ki Murihiku through the Charter of Understanding. Many of our established workstreams and programmes are delivered in partnership with the four papatipu rūnanga of Ngāi Tahu which hold mana whenua in Murihiku Southland.

This will regularly require:

- Understanding and delivery on Te Tiriti o Waitangi obligations for Environment Southland that are identified for your role
- Ensuring partnership and engagement practices are planned for, and suitable to the relationship with Ngāi Tahu ki Murihiku
- Undertaking regular learning and development for the role to support competency in delivering on Te Tiriti o Waitangi responsibilities, as directed
- Providing collective leadership on Te Tiriti o Waitangi at Environment Southland

Your civil defence and emergency response responsibilities

All staff of Environment Southland may be required to undertake Civil Defence or Biosecurity duties in the event of an emergency. Training will be given as appropriate.

- Fulfil allocated Civil Defence and emergency response roles, as assigned.
- Manage or assist with other emergency responses that are required.
- Participate in Civil Defence and emergency response initiatives and programmes as required.
- As a leader, ensure staff attend and participate in exercises and training courses in preparation for effective response.

Confidentiality, privacy and recordkeeping

All staff of Environment Southland are required to collect, retain, and maintain sensitive, confidential and personal information. Training will be given as appropriate to:

- Manage all information with care and respect in accordance with the Public Records Act 2005, Privacy Act 2020, Local Government Official Information and Meetings Act 1987 and all other relevant Local Government legislation.
- Retain information, regardless of format, e.g. records and data in official organisational systems.
- Ensure no sensitive, confidential, or personal information is inappropriately shared internally or externally without the appropriate approval.
- Report a privacy breach to the organisational Privacy Officer if a situation should occur.

Your experience, knowledge and qualifications

Knowledge/Experience

- Demonstrated knowledge to fulfil requirements of the key accountabilities specified for this position.
- Bachelor's degree in communications, marketing, public relations, or a related field
- Minimum 10 years' experience in communications, ideally in local government or public sector
- Strong writing, editing, and verbal communication skills.
- Experience with content management systems, social media platforms, and email marketing tools.
- Strong project management and organisational skills.
- Proficiency in Microsoft Office Suite and knowledge of CRM tools and data analysis.
- Proven experience in effectively leading and managing people.
- Ability to lead culturally competent teams, able to work alongside tangata whenua and within te ao Māori
- Proven ability to plan, organize, lead, and control the division activities.
- Facilitation skills.
- Excellent knowledge of business change management techniques and processes and the ability to command respect and create a sense of community amongst members of project teams/working groups.
- Proven experience working to solve complex problems with long term solutions.
- Proven leadership skills with demonstrated ability to articulate the vision and take people on a change journey.
- Full current driver's license (and the ability to drive a manual vehicle)

Attributes

- Politically savvy
- Ability to think strategically and creatively, with strong problem-solving capabilities.
- Ability to inspire, motivate, guide and coach teams from engagement to development, fostering a supportive, team-focused culture, encouraging collaboration and knowledge sharing.
- Comfortable working in a changing environment; remains calm under pressure.
- Ability to build and maintain relationships with external partners and stakeholders.
- Committed to understanding and delivering on Te Tiriti o Waitangi matters on behalf of Environment Southland, specific to Murihiku context.
- Interest to develop further capability, in te reo me ona tikanga Māori
- Excellent communication skills – both written and verbal - and customer service skills with the ability to interact with Councillors and staff at all levels within the organisation.
- Highly accurate and keen eye for detail.
- Honesty, integrity and commitment to preserving confidentiality, i.e. can be trusted with confidential information.
- Ability to exercise sound judgment and initiative.
- Committed to delivering high-quality outcomes on time and within budget.
- Maintains high standards of integrity, confidentiality, and accountability.
- Seeks out and champions new ideas and approaches to improve processes and outcomes.

Performance Review

We have a Professional Development Programme (PDP) that is the basis for performance assessment at all levels of the organisation. There is at least one formal meeting, annually, between the team member and their people leader, along with a six-month review and regular monthly catch-ups.

Acknowledgement

I _____ have received a copy of the job description and have read and understand the duties and responsibilities and key relationships described therein.

Signature _____ Date _____