

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Manager Community Engagement</b>
<b>Group/Business Unit</b>	Enrolment and Community Engagement
<b>Location</b>	Auckland / Te Tai Tokerau / Rotorua / Wellington / Christchurch
<b>Date</b>	May 2022
<b>Reports to</b>	Operations Manager Enrolment and Community Engagement

### Position purpose

The purpose of the Manager Community Engagement role is to enable our local Community Engagement team to activate civic participation. The role will provide specialist community engagement expertise to build and support relationships and partnerships in your area of responsibility that enable and empower more communities to participate in General Elections.

This role will be required to lead the Community Engagement team to build and maintain authentic relationships and effective activities of engagement with prioritised communities, as well as ensuring that efforts consider both the TAUMATA Values Framework and Electoral Commission priorities and objectives.

It is essential that this role has a firm understanding of engagement best practice (IAP2), applying your extensive community engagement and relationship management experience to build engagement practice and support the capacity of our team to engage with communities and priority partners. This role will be required to drive regional engagement through both evidence informed design and community collaboration that builds trust and confidence.

This role will be required to role model and activate cultural competency to enable authentic, and genuine engagement with our diverse priority communities, namely, Māori, Pacific, ethnic, disabled people and youth communities. This role will be key in maintaining and developing strategic community partnerships with community leaders and organisations.

From time to time there will be a requirement to support the functions and goals of the wider Operations Group.

### Dimensions of the position for which the incumbent is accountable

Number of direct reports	3+
Number of indirect reports	Variable by location
Operating budget	None

### Important relationships

#### Internal

- National Manager Enrolment and Community Engagement
- Manager Enrolment and Community Engagement Operations
- Senior Advisor Community Engagement
- Advisor Community Engagement
- Coordinator Community Engagement

- Community Advisor – Youth
- Regional Manager Voting Services
- Electorate Manager
- Managers and staff of the Communications and Education team
- Other managers and staff of the Operations Group
- Other Electoral Commission employees including permanent and temporary field employees

#### External

- Members of the public, community champions and influencers
- Community organisations
- Public sector organisations
- Suppliers, consultants, and contractors
- Local iwi and hapū

#### Accountabilities

Accountability Area	Deliverables/Outcomes
<b>Engagement best practice</b>	<ul style="list-style-type: none"> <li>• Provide engagement expertise to initiatives and programmes ensuring these are delivered according to engagement best practice model(s).</li> <li>• Lead a coordinated approach to the provision of community engagement operational advice to the localised engagement plans.</li> <li>• Ensure a sound knowledge basis/keeping up to date with current practice and continued improvement etc.</li> </ul>
<b>Manage and guide engagement activities</b>	<p>Plan and manage the implementation of the Commission’s engagement strategies, initiatives, and goals for the relevant electorates in consultation with the National Manager Enrolment and Community Engagement based on national objectives:</p> <ul style="list-style-type: none"> <li>• Develop a regional area engagement plan and support your team to develop area tactical plans that apply stakeholder analysis and prioritises population groups and to operational planning and delivery.</li> <li>• Deliver, evaluate, and report on planned community engagement activities.</li> <li>• Assess, prioritise, and deliver activity and/or sponsorship for community events e.g., Waitangi Day.</li> </ul> <p>Ensure:</p> <ul style="list-style-type: none"> <li>• The delivery of targeted community engagement advisory services.</li> <li>• The development and fostering of relationships through internal and external engagement.</li> <li>• Education of the public through civics education and community engagement</li> </ul>

	<ul style="list-style-type: none"> <li>• Manage and oversee responses to public and, where appropriate, media enquiries. Manage escalated queries in accordance with the Commission’s Communications Policy.</li> </ul> <p>Develop and implement national and localised plans for the area of responsibility:</p> <ul style="list-style-type: none"> <li>• Present clear plans and objectives to the teams and individuals for implementation, inclusive of performance management.</li> <li>• Delegate tasks and responsibilities.</li> <li>• Continuously monitor the achievement of employee performance and the achievement of goals in their area of responsibility.</li> <li>• Take corrective action, when necessary, to correct any deviations between the measured performance and expected performance.</li> <li>• Develop and deliver a stakeholder capability building programme that is responsive to community needs.</li> </ul>
<p><b>Manage the area of responsibility</b></p>	<ul style="list-style-type: none"> <li>• Complete annual planning for the area of responsibility.</li> <li>• Complete internal planning internally to achieve the area’s goals in line with to the Commission’s values.</li> <li>• Move physical and people resources as necessary to ensure the area’s plan is successfully implemented.</li> <li>• Adequate coverage for absences so that support is seamless.</li> <li>• Identify and assess areas for capability development.</li> <li>• Develop, implement, and manage plans to address skill gaps.</li> <li>• Define area performance criteria/milestones.</li> <li>• Introduce processes to monitor progress and deviations from standards using control/monitoring mechanisms such as reporting and meetings.</li> <li>• Manage the performance of team members and other people management functions.</li> <li>• Provide learning opportunities, regular coaching conversations and constructive feedback, with direct reports, culminating in a focused development plan.</li> <li>• Address employee issues promptly.</li> </ul>
<p><b>Provide support as needed to ensure the successful delivery of electoral events</b></p>	<p>Plan to support voting places in the electorate in consultation with National Office, Enrolment Processing, Regional Managers Voting Services, and Electorate Managers. This includes planning for:</p> <ul style="list-style-type: none"> <li>• Providing resources (including reports) as needed to support the delivery of the electoral event.</li> <li>• Advising regarding the needs of the electorate and matters relating to voting.</li> <li>• Providing training to temporary field employees.</li> <li>• Supervising the support activities.</li> </ul>

	<ul style="list-style-type: none"> <li>• Participating in the post-event review and wind-down</li> </ul>
<b>Project management</b>	<p>Assisting in projects ensuring that they are delivered according to time, cost, and quality standards or goals by:</p> <ul style="list-style-type: none"> <li>• Helping to define project scope, work schedule and budget with project teams (e.g., a project plan or research proposal).</li> <li>• Identifying resource requirements to meet the plan.</li> <li>• Monitoring progress against project milestones and deliverables in accordance with the project/research plan.</li> <li>• Providing regular progress reports on project status, budget, risks, and issues in agreed format and within agreed timeframes.</li> <li>• Supporting any post implementation review to identify learning/improvement opportunities for the future.</li> </ul>
<b>People leadership</b>	<p>Clearly define and communicate expectations for the Community Engagement team.</p> <p>Lead, influence and support your team to exercise professional expertise, decision making and judgement.</p> <p>Take a planned approach to build and maintain high quality, authentic relationships with your team.</p> <p>Clarify, support and drive delivery of key deliverables associated with projects, initiatives, and day to day activities.</p> <p>Actively support and provide feedback in relation to team capability, development, and assessment pathways.</p> <p>Lead, coach and manage staff building a culture of constructive challenge and debate while also assisting in the development and knowledge capability of the team.</p>
<b>Team effectiveness</b>	<p>Contribute to team effectiveness by offering value adding suggestions, providing learning feedback/comments and support to others, which aim to improve team performance and staff motivation, and assisting other members of the team.</p>
<b>Relationship management</b>	<p>Contribute to higher effectiveness levels for the Commission by identifying, developing and maintaining an appropriate network of contacts.</p> <p>Maintain strategic partnerships and relationships with external parties in support of the wider Community Engagement team's engagement objectives.</p> <p>Ensure that business relationships are maintained at an agreed level by developing, implementing, and maintaining a quality oriented, timely, and service-focussed approach in work programmes and services provided.</p> <p>Maintain high ethical standards of conduct.</p>
<b>Health and safety</b>	<p>Take reasonable care for your own health and safety and that of others at work.</p>

	<p>Comply with the Commission’s health and safety policies and procedures. Take action to improve health and safety record of the workplace. Ensure equipment and work areas are well maintained.</p> <p>Ensure timely and accurate reporting of any risks or hazards and potential risks or hazards so that they may be remedied.</p>
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## Person specifications

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### Qualifications and technical skills

- 3+ years’ experience in office management and administration in a customer services environment.
- IAP2 Certificate in Engagement or similar.

### Experience and knowledge profile

- Demonstrated ability to lead, motivate, empower, coach, and build an effective team.
- Ability to work independently while maintaining collaboration with the other Manager Community Engagement.
- Previous experience leading and managing teams or projects.
- Experience in resource allocation with the ability to manage and control a budget.
- Experience in the delivery of operational policies and procedures.
- Ability to take initiative combined with sound judgement.
- Ability to work effectively under pressure to meet deadlines.
- Professional and results-oriented approach with good business and customer focus.
- Strong connections within specific communities.
- Ability to build knowledge of community and build strategic/influential networks.
- Excellent communication skills with the ability to build and maintain effective internal and external working relationships.
- Basic understanding of kaupapa and tikanga Māori and Pacific protocol relevant to the role.
- Knowledge and successful practical experience of electoral policy, issues and practice(s) (desirable).
- Have a valid New Zealand drivers’ license and unrestricted use of a private roadworthy vehicle that is both lockable and insured, that you are willing to use for work (you will be reimbursed for business costs incurred).
- Have a basic level of proficiency with Microsoft Office Applications including Teams, Word, Excel and databases.

### Key competencies required

- **Action oriented and drive for results:** Is action oriented, full of energy for tasks they see as challenging; not fearful of performing with a minimum of planning; seizes more opportunities than others; persistently pushes self and others for results.
- **Customer focus:** Is dedicated to meeting the expectations and requirements of internal and external customers; obtains first-hand customer information and uses it to make improvements; gains customers trust and respect.
- **Decision quality and sound judgement:** Makes sound decisions based on analysis, experience, and judgement; most of their solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice.

- **Developing direct reports and others:** Provides challenging and stretching tasks and assignments; holds frequent development discussions; is aware of each team member's career goals; constructs compelling development plans and executes them; pushes people to accept capability growth moves; will take on those who need assistance; is a people builder.
- **Functional/technical skills:** Has the functional and technical skills to do the job at a high level of accomplishment.
- **Integrity and trust:** Is widely trusted; is seen as a direct, truthful person; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; does not misrepresent themselves.
- **Interpersonal savvy:** Relates well to all types of people; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can diffuse even high-tension situations comfortably.
- **Managing and measuring work:** Clearly assigns responsibility for tasks and decisions, sets clear objectives and measures; monitors process, progress, and results; designs feedback loops into work.
- **Motivating others:** Creates a climate in which people want to do their best; can motivate diverse direct reports and team or project members; can assess each person's hot button and use it to get the best from themselves; delegates tasks and decisions down; invites input from team members and shares ownership and visibility; makes everyone feel their work is important; is someone people like working for and with.
- **Organising:** Can marshal resources (people, funding, material, support) to get things done; can arrange and coordinate multiple activities at the same time to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.
- **Peer relationships:** Can quickly find common ground and solve problems for the good of all; can represent their own interests and yet be fair to other groups; can solve problems with a peer with minimum noise; can be candid with peers; encourages collaboration.
- **Planning:** Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops work schedules and task/people assignments; anticipates and adjusts for roadblocks; measures performance against goals; evaluates results.
- **Presentation skills:** Is effective in a variety of formal presentation settings; commands attention as a presenter and can manage group processes during a presentation; can change tactics midstream when something is not going to plan.
- **Problem solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answer.
- **Self-development:** Is personally committed to and actively works to continuously improve themselves; understands that different situations and levels may call for different skills and approaches; works to deploy strengths; works on compensating for weakness and limits.

## Electoral Commission – Te Kaitiaki Take Kōwhiri

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### Who we are:

We are an independent Crown entity who works with and through communities to inform, engage and educate New Zealanders about the value of taking part in the electoral system.

Our objective under the Electoral Act 1993 is to administer the electoral system impartially, efficiently, and effectively, and in a way that:

- a) Facilitates participation in parliamentary democracy; and
- b) Promotes understanding of the electoral system; and
- c) Maintains confidence in the administration of the electoral system.

## Our Vision

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New Zealanders trust, value and take part in parliamentary elections.

## Strategic Mission

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The Commission wants New Zealanders to understand their electoral system, to have trust and confidence in our administration of their electoral laws, to find enrolling and voting easy, and to value and exercise their right to vote.

## Our Contribution

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New Zealanders will trust, and are more likely to value and take part in parliamentary elections if we:

- Act impartially, professionally and in accordance with the law.
- Make participation easy.
- Deliver timely and accurate results.
- Are open to public, judicial and parliamentary scrutiny.
- Continually improve our processes, procedures, and service.

## Our Values

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*Ngā uara hai pou mō te Kaitiaki take Kōwhiri, kia eke ai to māramatanga ki te pōti*

Our values help guide us in our mission that all New Zealanders trust, value and take part in parliamentary elections.

The Commission's TAUMATA values framework is the result of embracing the opportunity to define our values in a meaningful way that reflects Aotearoa's bicultural context. The five values together form TAUMATA: a summit or peak which is often associated with an arduous journey, with levels along the way, elevating to a higher plain, and success.

### TAUMATA – Values Framework

Ngā Uara/Values <i>translation</i>	Explanations
<b>Tūhonotanga</b> To join, bond, attach, connect <i>Connecting/building and maintaining relationships</i>	Bringing people together to increase participation in democracy.
<b>Aratakina</b> To conduct, lead, point out, guide <i>Knowledge Transfer</i>	Guiding towards greater understanding.
<b>Uakaha</b> Vigour, energy, dynamism, enthusiasm <i>Energy/dynamism/innovation</i>	Being dynamic and energetic in what we do.
<b>Manaakitanga</b> Hospitality, kindness, generosity, support <i>Power Transfer</i>	Demonstrating generosity and empowering people.

**Tika**

Be true, valid, honest, genuine, sincere  
*Integrity and honesty*

Doing things right; doing the right things!