



# Tūranga Mahi - Position Description: Toihautū / Chief Executive

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***Nāu te rourou, nāku te rourou ka ora ai te iwi***

*With your basket of knowledge, and my basket of knowledge, all will be well*

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 70,000 residents, and visitors numbering in the millions. We are determined to be among the best councils in New Zealand and are committed to continually improve the service provided to our customers, both external and internal.

Our people are central to achieving our Vision 2030 and providing high quality community services that offer best value for money. And we are committed to building a high performing culture based on our **core values** of being *innovative, helpful, respectful, engaging and inspiring*. In addition to our values, there are **core competencies** required of all Council staff, being:

- *Performance Orientation*: A high performer consistently delivering performance outcomes
- *Solutions Focused*: Committed to customer-centred continuous improvement
- *Teamwork*: Contributes effectively within a team providing leadership where appropriate
- *Relationships*: Well-developed interpersonal, and relationship engagement and management skills
- *Collaboration*: Works collaboratively across teams and functions within a matrix organisation
- *Accountability*: Willingly takes accountability and engage in problem solving
- *Te Ao Maori*: Proficiency in te reo Māori me ōna tikanga appropriate to their role<sup>1</sup>.

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Rotorua is in the heart of the Te Arawa region. 40% of the population are Māori. Being a bicultural city provides a foundation for us to recognise and celebrate our increasing diversity which enriches us as individuals and as a multi-cultural community.

Our top priority is to ensure the health, safety and wellbeing of our people at work. We want you to go home healthy and safe each day. Safety is everyone's job – all of our staff have a shared responsibility to manage our work environments to prevent harm, and to actively engage with health and safety initiatives and procedures. Managers are responsible for the health, safety and wellbeing of the areas and people under their leadership.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM) within the District. This responsibility extends to all staff, who may be called upon to undertake CDEM roles in addition to their position specific responsibilities.

We are one team. To be successful, it is important that all staff are aligned to and actively support the organisation's direction, working collaboratively, and actively participating in activities and initiatives to advance the organisation e.g. activities to build bicultural capability, improve health and safety, or promote diversity.

The following pages provide the requirements of your specific position. In addition to these, you are also expected to be proactive in knowing and following Council policies and procedures.

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<sup>1</sup> This is informed by our Bicultural Competency Framework, and staff are actively supported in gaining competency through our Te Haerenga programme.

## TE ĀHUA O TE MAHI - POSITION SPECIFICATION

<b>MAHI - POSITION:</b>	Toihautū / Chief Executive
<b>RANGATIRA - REPORTS TO:</b>	Mayor & Elected Members of the Rotorua District Council
<b>TAUNGA MAHI - LOCATION:</b>	Civic Centre
<b>PŪTAKE - POSITION PURPOSE:</b>	<p>The Local Government Act provides that the Chief Executive is responsible directly to the Council for implementing decisions of the Council; advising members; ensuring all functions, duties and powers are properly performed and exercised, and ensuring the effective, efficient and economic management of the activities of Council.</p> <p>The Chief Executive of the Rotorua District Council is responsible for ensuring the Council's plans, policies and strategies are implemented in the most effective and cost efficient manner. The role is responsible for the overall management of Council business in accordance with Council policy and objectives.</p>
<b>NGĀ WHAKARITENGA - DELEGATIONS</b>	<ul style="list-style-type: none"> <li>Number and nature of direct reports: <ul style="list-style-type: none"> <li>Te Ahurei</li> <li>Manahautū Māori - Group Manager Maori</li> <li>CFO/Group Manager Business Support - Manahautū Pakihi</li> <li>Group Manager, Operations - Manahautū Mahi</li> <li>Group Manager, Strategy - Manahautū Rautaki</li> <li>General Manager Infrastructure - Manahautū Tūāpapa</li> <li>Manager, CE Office - Kaihautū Ohu Toihautū</li> <li>Manager, Organisational Development &amp; Capability - Kaihautū Pūmanawa Tangata</li> </ul> </li> <li>Budget responsibility: <ul style="list-style-type: none"> <li>Income – \$170m</li> <li>Operational Expenditure - \$134m</li> <li>Capital Expenditure - \$118M</li> </ul> </li> </ul>
<b>NGĀ HONONGA MATUA – KEY RELATIONSHIPS</b>	<p><b>External</b></p> <ul style="list-style-type: none"> <li>The Public</li> <li>Central Government politicians</li> <li>Local Government politicians</li> <li>Professional advisors</li> <li>Te Arawa Iwi</li> </ul> <p><b>Internal</b></p> <ul style="list-style-type: none"> <li>All Staff</li> <li>Councillors</li> </ul> <p><b>Committees/Groups</b></p>

	<ul style="list-style-type: none"> <li>• Committees of Council</li> <li>• Groups exercising professional, business or community leadership</li> </ul>
<b>NGĀ MAHI MATUA – KEY ACCOUNTABILITIES:</b>	<ul style="list-style-type: none"> <li>• Strategy and Planning</li> <li>• Provision of Advice and Reporting</li> <li>• Stewardship of Council Resources</li> <li>• Business Management &amp; Continuous Improvement</li> <li>• Managing People</li> <li>• Relationship Management</li> </ul>

## TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

<b>NGĀ TOHU - FORMAL QUALIFICATIONS:</b>  (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)	<b>Required:</b> <ul style="list-style-type: none"> <li>• Strong leadership and management background with a proven track record and experience at a senior executive level</li> <li>• In-depth and practical understanding of local government legislation and the issues facing local and central government</li> <li>• Relevant tertiary qualification</li> </ul>
<b>NGĀ PŪKENGĀ - POSITION SPECIFIC COMPETENCIES AND KEY ATTRIBUTES</b>	<b>Competencies</b> The Chief Executive's performance is measured using 360 degree feedback focused on the following leadership competencies: <ul style="list-style-type: none"> <li>• Vision and direction</li> <li>• Strategic thinking</li> <li>• Judgement &amp; decision-making</li> <li>• Effective communication</li> <li>• Integrity and commitment</li> <li>• Coaching style</li> <li>• Leadership &amp; performance</li> <li>• Relationship with elected members</li> </ul> <b>Key Attributes</b> <ul style="list-style-type: none"> <li>• Strategist who takes a pragmatic approach</li> <li>• Well-developed relationship skills – very good communicator and listener with staff, the public, business and media</li> <li>• Inspirational leader with a proven ability to develop and motivate a multi-skilled management team, and can nurture talent</li> <li>• Open to new ideas, opportunities and options</li> <li>• Ability to forge positive and effective partnerships, relationships and networks with key external stakeholders</li> <li>• Multi-culturally aware, comfortable in a bi-culture environment and community oriented</li> </ul>

	<ul style="list-style-type: none"> <li>• Proven business and financial acumen</li> <li>• Makes well founded decisions and recommendations</li> <li>• Politically aware and adaptable</li> <li>• Led organisational change management</li> </ul>
<b>NGĀ UARATANGA - VALUES:</b>	<p style="text-align: center;"><b>Tatou Tatou – We Together</b> <b>Kotahi Tatou – One Community – One Team</b></p> <p><b>WHY WE DO IT.....</b> We believe in empowering our people and providing them with the tools to create value and make a positive difference in their lives and the lives of others</p> <p><b>HOW WE DO IT.....</b> We do this by working in partnership, making it simple and solutions focused</p> <p><b>WHAT WE DO.....</b> We provide quality services for our community and people to prosper</p> <p><b>OUR CORE VALUES – PEOPLE FIRST</b></p> <p><b>RESPECTFUL:</b> Integrity, Listening, Pride, Honesty, Empathy, Understanding, Considerate</p> <p><b>HELPFUL:</b> Approachable, Supportive, Collaborate, Go the extra mile, Proactive, Friendly, Caring, Guiding</p> <p><b>ENGAGING:</b> Communication, Connectivity, Partnership, Working Together, Inclusive, Supportive, Responsive</p> <p><b>INSPIRING:</b> Make a difference, Motivated, Take people with you, Encourage, Have pride in your work, Be proactive, Energised</p> <p><b>INNOVATIVE:</b> Find solutions, Progressive, Continuous improvement, Empowered</p> <p><b>BICULTURAL:</b> Willingness to learn and understand the Māori worldview, consideration, leading by example, sharing experiences</p>

Jobholder is accountable for	Jobholder is successful when
<p><b>Strategy and Planning</b></p> <ul style="list-style-type: none"> <li>• Provide, in conjunction with Council, leadership in identifying a strategic direction for Council and developing strategic plans and policies to meet defined and agreed District needs</li> <li>• Promote and implement a co-ordinated approach to planning, that ensures alignment to Council's strategic direction and statutory requirements, including <ul style="list-style-type: none"> <li>- Community Outcomes document</li> <li>- Strategic Plan/LTCCP</li> <li>- Annual Plan and Budget</li> <li>- 10 year Financial Strategy</li> <li>- Funding Policies</li> <li>- District Plan</li> <li>- Asset management plans</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Organisation's vision - translating this into action, providing a clear sense of direction and purpose for the organisation at all levels.</li> <li>▪ Council's timetable and quality measures for planning processes and documents are met, along with balanced, professional guidance, advice and recommendations from the CE</li> <li>▪ At least 90% of performance targets documented in the Strategic Plan/LTCCP and Annual Plan are achieved</li> <li>▪ Risks are managed to enable organisational objectives to be achieved</li> <li>▪ Staff understand the Strategic and Annual Plans and their part in implementing them</li> <li>▪ Elected Members are provided with the level of information required to enable them to fulfil their policy implementation, monitoring function and responsibilities</li> </ul>
<p><b>Provision of Advice and Reporting</b></p> <ul style="list-style-type: none"> <li>• Advise Council of the implications of plans, discussion documents and policies of other agencies and government bodies, and of proposed legislative changes relevant to the organisation</li> <li>• Advise Council on the legal requirements of the Acts that govern Local Government, in particular the Local Government Act and the Resource Management Act.</li> <li>• Advise Council and undertake action when the Chief Executive deems necessary or as directed on behalf of Council to ensure Council's policies, by-laws, and legislation are enforced in an even, fair and effective way.</li> <li>• Recommend appropriate goals, objectives and strategy for all areas of activity</li> <li>• Ensure Council/Committee meetings are adequately serviced</li> <li>• Ensure that Elected Members are provided with the appropriate guidance, advice and recommendations to enable the development and achievement of</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reports reflect good consultation practice among Council departments and appropriate external groups when relevant/required</li> <li>▪ No major surprises for Council, Council gets early advice of specific successes or opportunities/potential failures or threats</li> <li>▪ Elected Member Performance Feedback indicates effectiveness in this Key Achievement Area</li> <li>▪ Annual Report, monthly reporting, Chief Executive Officer Quarterly Reports and triennial reports on progress in achieving community outcomes and any reports by exception are provided to Councillors in a timely manner</li> <li>▪ Elected member requests of individual staff members are attended to in an expeditious manner</li> <li>▪</li> </ul>

Jobholder is accountable for	Jobholder is successful when
community outcomes.	
<b>Stewardship of Council Resources</b> <ul style="list-style-type: none"> <li>• Ensure the delivery of strategic programmes as identified in the Strategic Plan</li> <li>• Ensure the prudent management and utilisation of all Council resources, people, capital and expenditure by monitoring effectiveness and achieving agreed goals/returns on investment</li> <li>• Maintain an appropriate organisation structure and environment to ensure operational plans and objectives are met in a timely fashion</li> <li>• Ensure that Council, committees and community boards are appropriately resourced and supported.</li> <li>• Ensure that Council fulfils its statutory obligations</li> </ul>	<ul style="list-style-type: none"> <li>▪ Annual Report prepared. Time frames agreed with Audit NZ and in accordance with statutory requirements and Council policy.</li> <li>▪ Council, committees and committees are provided on time with correct, well researched and relevant reports and other necessary information on which to make decisions and make policy.</li> <li>▪ At least 90% of performance targets documented in the Strategic Plan/LTP and Annual Plan are achieved</li> <li>▪ An unqualified annual financial audit is obtained from the Audit Office</li> <li>▪ Rating systems reflect the needs of the community</li> </ul>
<b>Business Management &amp; Continuous Improvement</b> <ul style="list-style-type: none"> <li>• Initiate and lead the management of change to ensure constant improvement in organisation performance, effectiveness and productivity of resources, and in responsiveness to changing environment, priorities and direction</li> <li>• Ensure that policies, service provision, resource allocation (financial and human resources) and the performance of Council are continually reviewed</li> <li>• Ensure that future demands on the organisation are anticipated and planned for.</li> </ul>	<ul style="list-style-type: none"> <li>▪ CEO's contribution fosters a culture which delivers performance, productivity, openness, co-operation, employee trust and satisfaction</li> <li>▪ On-going review of Council's methods of service delivery</li> <li>▪ Council is kept informed of service reviews and involved where necessary</li> <li>▪</li> </ul>
<b>Managing People</b> <ul style="list-style-type: none"> <li>• Fulfil the responsibilities of a good employer by implementing sound recruitment, reward, retention and development policies</li> <li>• Ensure statutory employer responsibilities are met</li> </ul>	<ul style="list-style-type: none"> <li>▪ all positions are filled by suitably qualified and competent staff</li> <li>▪ an appropriate human resources strategy is developed and implemented</li> <li>▪ personnel policies are observed and HR processes implemented on time to standard</li> <li>▪ Council's employment policies are in accordance</li> </ul>

Jobholder is accountable for	Jobholder is successful when
<ul style="list-style-type: none"> <li>• Ensure Council is adequately resourced, providing a cost effective balance of internal and external resources.</li> <li>• Provide leadership to the senior management team and the rest of the organisation by promoting a management style that harnesses the energy, commitment and creativity of staff.</li> </ul>	<p>with the law and “Good employer” provisions.</p> <ul style="list-style-type: none"> <li>▪ the people the CEO manages are fairly rewarded for their role and performance, are professional in approach and contribute individually and collectively to the organisation’s success</li> <li>▪ positive feedback as measured by annual 360 degree feedback (performance management survey)</li> </ul>
<p><b>Relationship Management</b></p> <ul style="list-style-type: none"> <li>• Develop and maintain strong working relationships with the Mayor, Councillors, community, external organisations, Iwi and the media</li> <li>• Develop effective working relationships, in partnership with elected members, to promote the interests of Council and the district.</li> <li>• Ensure an open, transparent and functional relationship between Council spokespeople and target media.</li> <li>• Ensure that the reputation of Council is enhanced and that a sound relationship with the district community is developed by maintaining an open policy for community participation and the distribution of information.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Minimal negative feedback from the public that is valid regarding the communication style and skills of frontline officers</li> <li>▪ Effective, professional relationship with elected representatives</li> <li>▪ Council’s relationship with the media is professional and constructive - evidenced by little valid negative feedback</li> <li>▪ All consultation activities are undertaken by Council in accordance with relevant provisions of the Local Government Act 2002 (e.g. Annual Plan, LTP, Community Outcomes)</li> <li>▪ CEO participation in community issues relevant to the Council’s strategies, objectives and services</li> </ul>

**Note**

*The above key result areas are measured as part of the annual performance planning and review process Council conducts with the Chief Executive. The precise performance measures for each key result area are incorporated in that process.*