

Job Description

Position Title: **Liveable Spaces Manager**
Reports to: Director Liveable Communities
Hub: **Liveable Communities**
Section: Liveable Spaces

Community Outcomes

Council is committed to achieving the three key outcomes identified by our local community:

- Tairāwhiti Tangata - Our people
- Tairāwhiti Taonga - Our environment, culture and economy
- Tairāwhiti Wawata - Our aspirations realised through the democratic process.

Our Vision



Our Values

People are at the **Heart** of **Everything** we do
we are **Kind, Honest** and **Helpful**
we do **What we say** we're going **To do**
we **Work Together** to achieve **Better Outcomes**
we are **Guardians** of our community's **Future**

Our Strategic Objectives

STRATEGIC OBJECTIVES

People first

MANAAKITANGATA

Removing complexity & making it simple for our community and each other.

Making it easy for our people to do business with us.

Doing things the right way.

A high performing culture

KIA AHUREA TEKOKIRI

Working together better.

Actively look for better ways of working internally and externally.

Valuing each other in the role we play.

Financially smart and strong

KIA AUAHA TE AHUMONI

Make sensible, long term decisions on investments and borrowing.

Always seeking the best value for community money.

Working to our budget the best we can.

Stewardship of the environment

KAITIAKI O TE TAIAO

Clear about environmental expectations.

Being mindful about our carbon footprint.

Practising sustainable ways that include the voice of mana whenua.

Responsive Treaty partner

KIA WHAKAMANA TE HONONGA TIRITI

Understanding our Treaty responsibilities.

Working with mana whenua to achieve shared outcomes.

Including iwi, mana whenua in key decisions.

Health, safety and wellbeing

KIA HAUMARU, KIA ORA

Staff safety and wellbeing is at the forefront of all decision-making, including cultural safety and support for all staff.

Work-life balance is, and always will be, a priority.

Actively looking for better ways of working to achieve overall wellbeing.

Hub Chart



Our Customer Service Promise

CUSTOMER SERVICE PROMISE

We promise that we will...

- Respond quickly and keep you updated.
- Keep it real and work with you.
- Make dealing with us as easy as possible.
- Be honest if we stuff up - we'll make it right.

Ka whakapono mātau...

- Kia whakautu wawe me te whakamōhio atu.
- Kia tūturu te mahi, ā, kia mahitahi.
- Ka ngāwari, ka māmā te mahi tahi.
- Kia pono, mēnā ka hē mātau – mā mātau e whakatika.

CUSTOMER SERVICE PROMISE

Our Treaty of Waitangi commitment

At Gisborne District Council we are committed to growing our capacity as an enduring Treaty partner. Piritahi is what we aim to achieve and the Tairāwhiti Piritahi policy gives clear guidance on how we collectively achieve that with the Treaty partners in our region. It is an important part of our business that we are committed to delivering. You will also need to know and understand what this means for your role.

Purpose of the Position

Role of Liveable Communities

The Liveable Communities Hub contributes to the ongoing transformation of GDC into a customer focused organization that supports its unique community.

The hub is responsible for the effective management of the Council's community and recreation facilities namely the HB Williams Library, War Memorial Theatre, Lawson Field Theatre, Outdoor Sound Shell, Kiwa Pools, Parks, Open Spaces and Community Property. It also provides professional and integrated activity planning and ensures the effective delivery of our community's needs at a strategic level by managing safe, fun and engaging places and spaces. The Hub also has a key responsibility of promoting waste minimization and tackling our solid waste programme.

Liveable Communities is responsible for the effective management of six key activity areas:

- **Liveable Spaces** which includes, parks and open spaces, amenity, gardens, street trees, cemeteries, community property assets, sports facilities, playgrounds, and public conveniences.
- **Cultural Activities** which includes H.B. Williams Memorial Library, theatres, museum and art in public places.
- **Aquatics** which includes Kiwa Pools.
- **Integrated Catchments** which includes biosecurity and soil conservation.
- **Community Projects**
- **Regional Biodiversity**

- **Education, Sustainability and Waste**

Role of Liveable Spaces

The purpose of this activity area is to ensure that open space, cemetery, township, civic amenity and related services within the Liveable Communities hub are provided and managed at the approved levels of service, and as efficiently as possible. This team includes our places and spaces experts, and we advocate for best community outcomes within Council and community places and recreation spaces while working strategically to ensure a sustainable network across Tairāwhiti.

Role of Liveable Spaces Manager

The role of this position is to ensure that open space, cemetery, community assets and resources, township, civic amenity and related services within the Liveable Communities hub are provided and managed at the approved levels of service, and as efficiently as possible. This role is Council's Places and Spaces expert, supporting the Director through providing strategic and professional leadership within their team, across the Council and through the wider community of interest. This person leads the planning, performance and operations of the portfolio. The person in this role will create and facilitate positive change and improvement to make our community proud and our visitors envious.

Position Objectives

- To provide momentum to create continuous positive change and improvement in the provision of diverse and relevant Liveable Places and Spaces experiences across Tairāwhiti.
- To plan, promote and provide relevant, diverse and accessible community places and spaces to meet the needs of our communities.
- To set, establish and maintain a clear direction for the future of the Liveable Spaces team through effective implementation of the Community Facilities Strategy (and associated updates), Reserve Management Planning, Master planning and other related direction setting planning.
- To provide professional leadership in the preparation of Asset Management Plans, Business Plans and Long Term Plans.
- To monitor the performance of the Liveable Spaces portfolio, ensuring the community is receiving the best outcomes possible.
- To ensure the delivery of community assets capital projects portfolio is undertaken in accordance with councils procurement, project management and engagement direction.
- To develop and implement sound management practices for the delivery of Liveable Spaces operations, including financial, risk, relationship and contract management.
- To ensure the delivery of Liveable Spaces services through effective management of service delivery staff and contractors.
- To effectively lead, develop and motivate the Liveable Places and Spaces operations teams.
- To prepare timely and sufficiently informative reports for the Director Liveable Communities and others as required in respect to work programme delivery and new issues/ opportunities.
- To provide and manage industry established practice systems to ensure the safety and comfort of facility users and staff.
- To be an active and constructive contributor and leader of team forums, discussions and decision making processes.
- To be a thought leader in the fields of liveable space provision.

Primary Functions

1. Liveable Spaces Planning

- Drive the implementation of the Community Facilities Strategy.
- Ensure its regular and timely review to ensure accurate information is included in LTP's.

2. Liveable Spaces Performance

- Ensure there is an accurate up to date lease and license database that is regularly monitored.
- Own and apply the Community Leases and Licenses Rental Policy.
- Ensure leases and licenses are kept up to date with regular monitoring taking place to ensure terms and conditions are being upheld.
- Ensure regular audits and inspections are undertaken with effective systems in place to ensure asset maintenance is prioritised and the asset management database kept up to date.
- Ensure community projects are delivered to scope, budget and timeframes consistent with Long Term Plan programme and budgets.

3. Operational Management

- Allocate resources effectively and efficiently to ensure that responsibilities are delivered according to Council's required levels of service and meet relevant legislation and policy requirements.
- Manage service agreements and contracts consistent with Council's policy and procedures, to maximise benefits for Council and the community.
- Monitor performance measures, develop and implement and recommend service improvement plans, and review targets to reflect changing community needs.
- Ensure prompt, accurate and effective attention to administrative requirements, including invoices, orders, quotations, contract variations, replies to letters, and service requests is maintained.
- Lead the Liveable Spaces teams to ensure team members are supervised, supported and competent, are operating collaboratively across the Council, and are achieving agreed results.

4. Activity Management and Improvement

- Develop and manage effective techniques to:
 - Proactively and effectively monitor community needs and industry changes to ensure the City's Liveable Spaces continue to be fit for purpose and cost effective.
 - Advocate for and create appropriate operational improvements in response to changing community needs, innovations and industry changes.
 - Develop and present proposals to the Director Liveable Communities to change levels of service as a result of changing community needs and industry practices.
 - Undertake regular reviews of activity operations with the intent of identifying potential improvements, and where appropriate, implement improvements. Ensure contracts entered into are sufficiently flexible to enable improvements to be made in a cost effective way.
- Assist the Director Liveable Communities to develop and maintain the section's business plan.
- Be the Liveable Spaces expert for Council and ensure that the relevant sections of the business plan are effectively and efficiently implemented.

- Provide expertise and direction to Liveable Communities planning processes as required.
- Utilise and show innovation towards systems and technology with the focus of improving the work performance of others and self.
- To ensure the delivery of community assets capital projects portfolio is undertaken in accordance with councils procurement, project management and engagement direction.

5. Financial Management

- Assist the Director Liveable Communities with the preparation of the annual budget and other requirements of the Annual Plan process, within the Council timetable.
- Manage the annual budget under delegated authority within the approved allocations and any variances dealt with according to approved policy.
- Achieve required revenue targets as set by the Director Liveable Communities.
- Assist with the annual review of the Liveable Communities Hub fees and charges schedules.
- Ensure financial practices within the Liveable Spaces team comply with organisational policies and assist the Director Liveable Communities to improve systems and practices across the section.

6. Relationship and Partnership Management

- Develop and maintain productive and collaborative working relationships with other members of the Liveable Communities Hub and across the wider Council. Establish and preserve a culture of collaboration, innovation, customer service excellence and performance improvement with Liveable Spaces service contractors.
- Display effective leadership to other members of the Liveable Communities Hub, particularly in areas where you are considered the expert practitioner for the section.
- Ensure that the Director Liveable Communities and, as appropriate, other section managers are made aware of any facility or community related issues as they arise.
- Network with other organisations involved with parks, reserves, community facilities, public amenity, recreation and asset management to share knowledge and experience.
- Work proactively to establish mutually productive relationships between the Council and community organisations with complementary outcomes.
- Involve the community with appropriate operational activities to generate community engagement and pride.

7. Asset Management

- Drive the development and operation of the Liveable Communities Hub asset management plan.
- Implement work programme actions driven by the Liveable Communities asset management system.

8. Other Duties

- Undertake other professional responsibilities as may be required by the Director Liveable Communities from time to time.

9. Team Work/Corporate Responsibility

- Actively participate in team wide initiatives.
- Contribute to department and organisational planning.

- Enter and track KPIs in Councils Performance system.
- Engage in Councils Annual Review cycle, utilising the opportunity to identify successes and development opportunities.
- Provide constructive feedback to team mates and your Manager.
- Demonstrate commitment to learning and further developing knowledge, identify any training needs with your Manager.

10. Management and Leadership

- Management and delivery of the work programme associated with all teams and functions in the Liveable Spaces section in line with Liveable Spaces requirements.
- Undertake recruitment, training, performance and disciplinary processes where required.
- Ensure training needs are identified and all staff are trained appropriately, including new requirements and implications as imposed by legislation are known and complied with.
- Determine and set priorities for work objectives and create activity management plans and business plans for teams.
- Ensure training needs are identified and all staff are trained appropriately.
- Provide a team environment that is supportive and encouraging and where all members understand the importance of their role and work programme delivery and contribute to the wider success of the organisation.
- Improve staff performance by providing regular feedback, building trust and respect and applying appropriate systems and process.
- Develop and maintain effective teams and provide coaching and mentoring to staff.

11. Tairāwhiti Piritahi – Treaty Partnership

- Become familiar with the Tairāwhiti Piritahi Policy and ensure the guidance is included in your planning and implementation.
- Understand the Significance and Engagement Policy and how your work impacts on issues of significance to tangata whenua.
- Use the Te Matapihi platform to ensure you have the awareness and cultural confidence required to engage meaningfully with Treaty partners.
- Build your awareness and understanding of Tangata Whenua/Māori in our region.
- Contribute positively to opportunities to interact and develop relationships with Māori.
- Undertake training to build an understanding of tikanga and Te Ao Māori, to ensure their respectful practice in a business context.
- Commit to growing your understanding of the Treaty of Waitangi.

12. Promoting a culture of diversity and inclusion, respect and understanding:

- Contribute to providing an environment where people of all ethnicity, religion, gender, gender identity, sexual orientation, genetics, disability, age etc. are able to be themselves at work, by taking steps to understand, include and accommodate the diverse needs and beliefs of our people.
- Develop an understanding of own unconscious bias, and potential mitigation steps, to reduce influence in your work and ensure fair treatment of others.
- Hold yourself and others accountable for actions or words that demean or discriminate against the rights, beliefs and backgrounds of others.

13. Health, Safety and Wellbeing

- Take responsibility for your own health safety and wellbeing.
- Model a culture of safety and wellbeing for others.
- Ensure your own actions keep self and others safe.
- Identify, report and assist to eliminate hazards in work place.
- Ensure compliance under health and safety legislation and Council H&S procedures.
- Participate in training and development related to HS&W as required.
- Ensure rest breaks are taken and annual leave entitlements utilised.

Competencies

Qualifications / Licenses

Essential:

- Tertiary qualification in the disciplines of parks and recreation management, aquatics service delivery, landscape architecture and/or urban development and/or business management and leadership
- Sound knowledge of legislation and statutory requirements relating to the management of parks and reserves and/or recreation and amenity services and facilities.

Desirable:

- Te reo Māori qualification or a desire to attain one.

Skills / Knowledge

Essential:

- Strong leadership and management skills.
- Advanced communication.
- Excellent interpersonal skills and the ability to effectively establish and build on internal and external working relationships.
- Strong financial management skills.
- Sound interpretive, analytical and problem solving skills.
- Well organised with effective time and management skills.
- Strong evidence of leading innovative approaches to achieving community aspirations.
- Experience and a strong personal and professional interest in the successful management of Liveable Spaces operations and service.
- Stakeholder and relationship management.
- Strong written and verbal presentation skills.
- Strong understanding and interest in health and safety law and procedures.
- Experience working with tangata whenua.
- The ability to formulate plans, develop policy and write clear and accurate reports.

Desirable:

- Appreciation of urban design and “place-making” principles and applications.
- Displayed knowledge of tikanga and te reo Māori
- Project management
- Experience in the application of the Treaty of Waitangi in the public service sector.

Work Experience

Essential:

- Experience within the parks and reserves, recreation, horticulture industries
- Experience in long term service delivery contract management and administration.
- Proven experience in staff management and performance development with a strong commitment to the achievement of agreed results.
- Experience managing large scale and long term maintenance contracts.
- Experience working within and for diverse communities.

Expected Behaviours

- Uphold Council's vision, values and strategic objectives.
- Act in accordance with Council's Tikanga, commitments, policies, procedures and guidelines.
- Act with integrity and respect and treat others the same.
- Be open minded, listen, seek to understand and take ownership of our work.
- Represent Council and its activities in a positive manner.



Additional Responsibilities

The job holder must participate in emergency management training initiatives upon request and assist with any civil defence emergencies as required.

Work will be on sites where exposure to hazards will be unavoidable. Safety procedures must be adhered to, protection being on the hierarchy safety principle of eliminate and minimise.

Relationships

Internal:

- Director Liveable Communities
- Cultural Activities Operations Manager
- Solid Waste Engineer
- Communications and Marketing Section
- Aquatics Service Leader
- Projects and Assets Leader
- Cemetery Leader
- Amenity and Horticulture Leader
- Landscape and Community Services Officer
- Information Systems section
- Customer Services staff
- Finance Department staff
- Elected members
- Other Council staff as required

Approval / Sign-off

Position Holder:

Name

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Signature

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Dated