

Role Description

Job Title	General Manager Service Delivery
Position Status	Permanent
Hours of Work/Days of Work	40 hours per week/Monday to Friday
Business Unit & Team	Executive Team
Reports to	Chief Executive
Direct Reports	Maintenance and Operations Manager (Roading) Manager Bylaw Compliance Manager Animal & Compliance services Manager Community Services Manager Operations (Water, Waste, Land Drainage) Executive Assistant (0.5)
Base Location	Mangawhai or Dargaville, the role requires travel across the district
Salary Grade	TBC
Delegations	This role has Financial Delegations, HR Delegations and Contractual Delegations
Key Internal and External Partners/Customers	Council Elected Members, Mayor, Chief Executive, Kaipara Community

About Kaipara

Kaipara te Oranganui. Two oceans, two harbours.

Kaipara district extends from coast to coast, to the Waipoua Forest in the north and Pouto Peninsula in the south. It includes iconic beaches, kauri forests, rich farmland and rugged landscapes. People come from all over to experience this special part of the world, and we are privileged to play an important part in making Kaipara the place to be.

Our team is committed to Kaipara communities. We deliver essential services including roads, water, waste services, recreational facilities, libraries and regulatory services. Council staff engage our communities to contribute to key projects and plans, and support them to achieve their own. We love what we do, and have a real passion for our people and our place.

At Kaipara District Council, we know there are some important ingredients to develop a strong and supportive culture for our people to thrive, these are our values - mahi tahi (team work), mahia te mahi (make it happen), mana (integrity), whakaute (respect), and pono (trustworthy). These values guide how we work together as a team and alongside our diverse communities.



Mahi tahi
TEAM WORK



Whakaute
RESPECT



Pono
TRUSTWORTHY



Mahia te mahi
MAKE IT HAPPEN



Mana
INTEGRITY

Role Purpose

The GM Service Delivery is a Member of the Executive Team that leads the effective delivery of services to the community including roading, community services such as Libraries, recreation and sport, water, waste and drainage as well as compliance services to ensure efficiency, compliance and strategic alignment.

Key Responsibilities

Organisational Leadership

- Contribute to the strategic direction of Council through participation in Council and executive forums.
- Work collaboratively with other executive team members to develop and deliver against the Long Term Plan (LTP) and Annual Plan.
- Lead the ongoing provisioning and review of services to customers, and development of concepts and plans for improvement.
- Ensure alignment of community engagement and feedback from services with organisation strategic direction.
- Work collaboratively across Northland with peers to identify shared learning and improvement opportunities.
- Lead, promote and support across the organisation, the design and implementation of change programmes and projects in support of a culture of excellence and continuous improvement.
- Clearly communicate the visions and values of KDC to our people and “walk the talk” with respect to ensuring behaviour and actions are consistent.
- As a senior employee of council, participate in a crisis management team should response be needed to a Civil Defence Emergency situation or exercise.
- Ensure the prudent management and utilisation of all Council resources, people, capital and expenditure by monitoring effectiveness and achieving agreed goals/returns on investment.

Functions Leadership

- Oversee and lead Council's Infrastructure Services including Roothing, Transportation, Waters, Solid Waste, Environmental Protection, Community Services, Culture, Facilities, Recreation & Sport and Monitoring & Compliance in line with legislation to meet community needs.
- Ensure that waters, roading, parks and solid waste services are delivered in an effective and efficient manner.
- Establish and foster sound professional relationships with Council's external service providers and contractors.
- Develop and implement contract management and negotiation strategies to ensure the effective and efficient delivery of contracted services.
- Monitor and evaluate the performance of key Council service providers.
- This role has primary responsibility for emergency management through Civil Defence strategy and response.
- Lead the strategic development of business continuity plans for service areas.
- Foster a culture of collaboration across all function areas within KDC, as well as with external partners within Northland and beyond.



Whakate
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK



Pono
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Key Responsibilities

	<ul style="list-style-type: none"> • Be the escalation point to resolve complex issues that are cross functional and that could have an organisation wide impact.
Strategic Planning	<ul style="list-style-type: none"> • With members of the Executive team, contribute to developing a workplace culture that delivers to the strategic plan which is in line with Councils' vision and outcomes. • Provide strategic leadership and direction in key internal council functions to ensure effective delivery and implementation of Council's strategies. • Work with direct reports to develop business plans/operational plans for their areas that are aligned with Council's vision.
People Leadership	<ul style="list-style-type: none"> • Operate in line with our "KDC great manager guide"

Core KDC Responsibilities

Health, Safety and Wellbeing	<ul style="list-style-type: none"> • Take care of your own health, safety and wellbeing and that of others affected by your work • Ensure prompt reporting of all Health and Safety hazards or incidents
Professional Development	<ul style="list-style-type: none"> • Participate in monthly and yearly roadmap planning and chats with your manager • Actively participate in professional development initiatives to keep up to date in your area of expertise and to continuously develop skills and capabilities. • Complete annual mandatory learning.
Other Organisational Responsibilities	<ul style="list-style-type: none"> • Provide CORE customer experience (connected, open, reliable and easy) • Champion our Values • Adhere to our Ways of Working (WoW) • Contribute to continuous improvement by identifying systems, processes or documents to improve and making changes to keep up with legislation, trends or best practice • Maintain records in compliance with the Public Records Act 2005 • Be involved in the readiness for emergencies by attending relevant Civil Defence Emergency Management training and participate in any required Civil Defence exercises to ensure that essential services are maintained during emergencies • Other tasks and/or projects as assigned.



Whakautē
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK



Pono
TRUSTWORTHY



Mana
INTEGRITY

Competencies

Leader of Self

- Work Together
- Deliver Results
- Champion Innovation
- Provide Customer Experience Excellence
- Make Informed Decisions
- Communicate Effectively

Leader of Others

- Manage People
- Develop Vision and Strategy
- Be a Business Acumen
- Manage within a Political, Legislative and Regulatory Environment
- Be a Leader of Change

Success Profile

Qualifications & Experience

- Tertiary Qualification in relevant field or commensurate experience.
- Significant experience at a strategic senior leadership level, preferably in local government.
- Proven experience in successfully managing multidisciplinary teams.
- Proven experience in the development and management of contracts for the delivery of services through external contractors.
- Working knowledge of local government operations, policies, and regulations as well as compliance and legal knowledge.
- Proven skills leading, influencing, motivating, coaching and developing teams to foster a positive and vibrant culture.
- Experience in leading and managing change preferable.
- Proven experience leading and overseeing council community services functions such as roading, water, waste, etc.

Role Specific Skills & Attributes

- An understanding of the political, economic and regulatory environment applicable to New Zealand local authorities, including the Treaty of Waitangi.
- Skilled strategic thinker and planning partner.
- Enthusiastic and dedicated customer service advocate.
- Inspiring and successful relationship builder, collaborator and communicator.
- Motivational leader, coach and builder of effective and performing teams.
- Strong negotiation or persuasion skills.
- Conflict Resolution skills.

Other role requirements:

This role requires:

- regular travel across the Kaipara region
- a full NZ Driver Licence
- you to attend some emergencies outside of core work hours



Whakaute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK

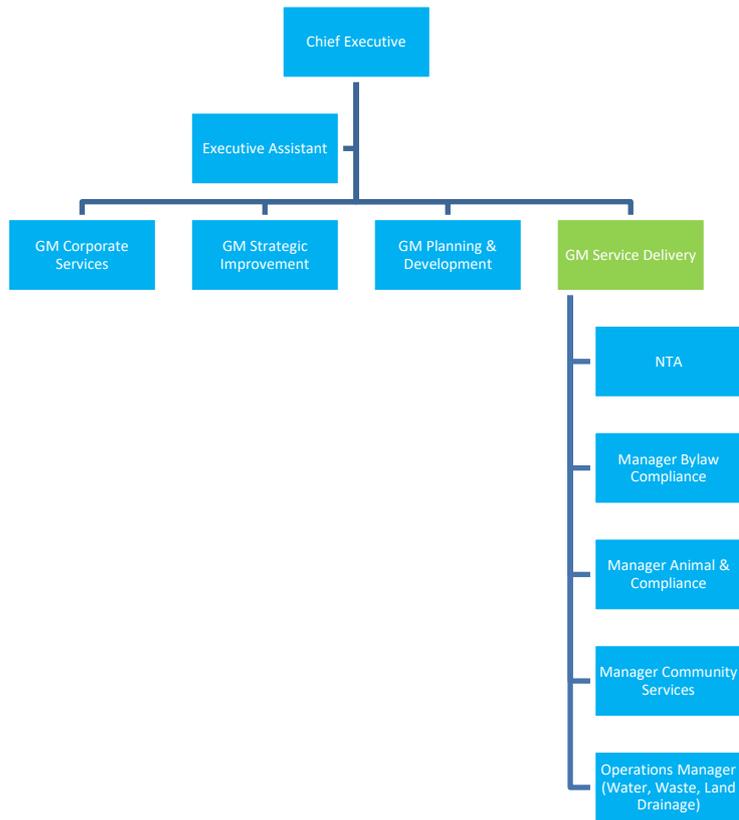


Pono
TRUSTWORTHY



Mana
INTEGRITY

Organisation Chart



Whakaute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK



Pono
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