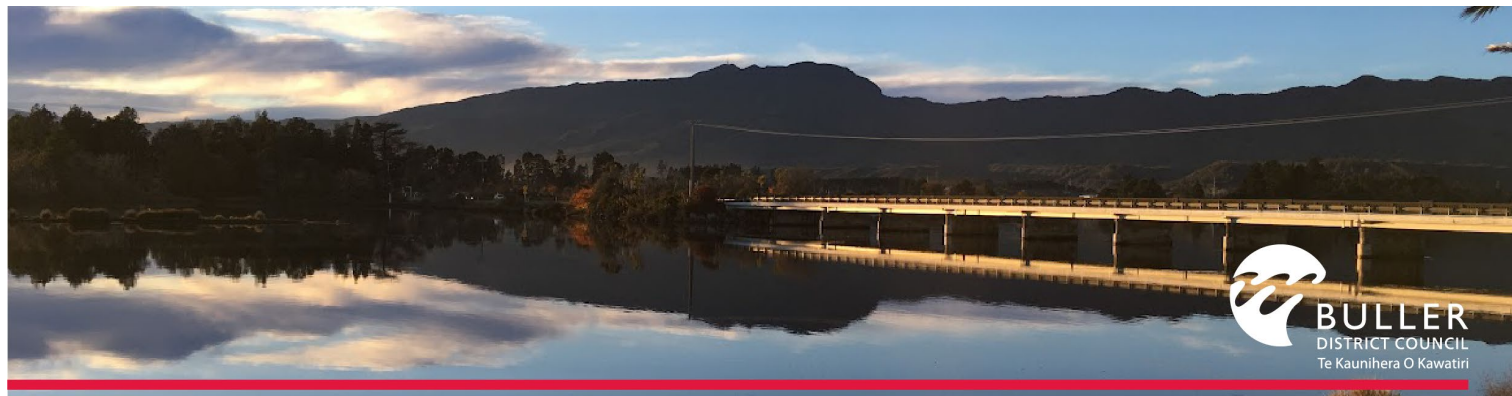




Position Description – Team Leader Communications and Engagement

The position reports to: Group Manager Community Services **Grade:** 16

Hours of work: 32

Position purpose:

This role is responsible for leading the delivery of high-quality, effective communications and engagement activities that align with Council priorities and community needs.

The Team Lead provides day-to-day operational leadership to the Communications and Engagement team, ensuring communications, consultation, and engagement activities are planned, prioritised, compliant, and delivered effectively.

The role supports staff wellbeing and development while ensuring the communications function continues to meet the evolving needs of the organisation and community.

The Key areas of responsibility include:

Team Management and Support

- Manage individual team members' performance and contribution
- Oversee media engagement, including supporting staff in drafting media releases, coordinating interviews, and responding to media enquiries
- Complete annual PPDP and KPI staff reviews
- Provide staff advocacy and workload oversight

Unit Leadership

- Support the management of communication budgets, ensuring responsible use of resources
- Lead the preparation and delivery of communications during sensitive issues, crises, or emergency responses

	• Drive team delivery by prioritising and allocating work to the right people, ensuring it is completed on time. • Ensure priority issues and day to day requirements are met while managing staff workloads • Review and approve communications content
Public Consultation and Statutory Communications	• Ensure all statutory requirements for public consultations, governance advertisements and transparency are met • Confidently and creatively facilitate forums and engagement sessions to capture the community's voice
Communication Delivery	• Deliver clear, accurate, and timely communications across a range of channels, including digital, print, media, and face to face engagement • Coordinate multi-channel communication campaigns to support Council projects, services, and initiatives • Coordinate timelines and workflows to ensure communications are delivered on time and aligned • Create communications content
Development	• Ensure processes, flows and structures are up to date, meeting business needs and efficiently serving staff resourcing • Lead technology development, ensuring that it is future-focused and creates no barriers to usage within our communities. • Assist the development and review of community engagement strategies, communication plans and consultation material

Deliverables:

Big picture	• Drive delivery by prioritising and allocating work, ensuring business needs are balanced and met • Ensure the delivery of high quality and consistent communications that meet statutory and organisational standards across all channels • Lead the direction of proactive communications that maintain a positive Council-community relationship • Deliver clear, timely, and well managed public engagement and consultation, ensuring community voices are heard and statutory obligations are met
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	Support and advocate for direct reports, ensuring workloads are managed and staff wellbeing is prioritised
Performance	- Achieve performance goals and expectations, and follow leadership instructions on time and to a high standard consistently - Report on progress to plan against own KPIs - Take an active role in own goal setting, learning and development - Correctly and appropriately use technology as required for the role, including new technologies - Contribute to the sustainability efforts and financial position of the Council through responsible use of resources and equipment - Comply with all legislation and Council policies - Set a positive example for punctuality, attendance and work ethic
People & Capability	- Be a positive and constructive team member - Collaborate on cross team/discipline projects and teams as required - Constructively and successfully adapt to changes - Take positive actions to keep self and others physically and psychologically safe and well - Attend, be prepared for and engage constructively in all meetings - Deliver exceptional customer service consistently (make every interaction count) - Build effective, sustainable relationships at all levels - Have consistently positive interactions externally and with Subcommittees and Elected Members (as required for role)
Requirements for all staff	- Buller District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partners to deliver on our obligations under Te Tiriti o Waitangi. - Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using the Health and Safety Management Software. - Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager. - Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies. - Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of

Council information, and for following related Buller District Council policies and processes.

Emergency Management requirements for all Council Staff

- Buller District Council has a legislative responsibility to respond to adverse events within our communities. As such, any staff member may be required to assist the Emergency Management Team in responding to such an event. Family circumstances and BAU roles will be taken into account.

Required assistance may include:

- Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
- Respond to civil defence emergencies or adverse events wherever possible and if it is safe.
- Participate in any required Civil Defence exercises to maintain essential services.

Key relationships

Internal	External	Committees/groups
Group Manager Community Services	Iwi	Councillors
Customer Experience Transformation Manager	Buller community	Community Organisations and Groups
Communications and engagement team	Media	Subcommittee Members
Wider Council staff		
Governance and Subcommittees		

Skills and Experience

Essential	Desirable
• Proven experience in communications, engagement, media or a public facing role • Experience preparing high-quality written communications for a range of audiences • Experience preparing high-quality written communications for a range of audiences	• Previous experience working in Local Government or another community focused organisation • Previous experience of having responsibility for budgets that are set by managers, and the ability to work within them • Experience responding to sensitive or high-profile issues

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| <ul style="list-style-type: none"> • Experience building relationships with stakeholders, community groups, iwi • At least 3 years' experience leading or supervising staff, projects, or workflows • Excellent verbal skills with the ability to clearly articulate people's needs and ideas clearly to a diverse range of readers | <ul style="list-style-type: none"> • Experience working within graphic design and/or with Adobe Creative Suite (InDesign) • A comprehensive understanding of Te ao Maori and/or Te Reo |
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Education, Qualification, Memberships

Essential

- Tertiary qualification in Communications, Public Relations, Journalism, Marketing, Management, or a related field
- Demonstrated communications expertise
- Proven capabilities of communicating with external stakeholders, especially iwi and the community

Desirable

- A formal qualification in communications, journalism or management
- Graphic design qualification, or proven capability in the field
- Training or certification in public participation/community engagement, media and communications, or graphic design.