

POSITION TITLE:	Emergency Management Operations Coordinator		
GROUP:	HBCDEM	SECTION:	Operational Readiness
REPORTS TO:	Team Leader Emergency Management – Operational Readiness		
RESPONSIBLE FOR:	n/a		
FAMILY:		GRADE:	
DATE REVIEWED:	October 2023	JOB NUMBER:	

HBRC STRATEGY

Our Vision:

We want a healthy environment and a resilient and prosperous community.

Our Purpose:

We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

Our Values:

- **Partnership and Collaboration:** We work with our community in everything we do
- **Accountability:** We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers' funds and assets
- **Transparency:** We report on what we do and the value this delivers for our community
- **Excellence:** We set our sights and expectations high, and never stop striving to do better

Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kounga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

POSITION SUMMARY

The role of the Operations Coordinator is to provide the relevant assistance to the Hawke's Bay Civil Defence Emergency Management Group. This is a varied role which will involve working in all aspects of emergency management including support to risk reduction, community engagement and operational readiness teams. The role requires a high level of collaboration and working with teams across the Group to provide administrative support during 'business as usual' as well as in a Response and during Recovery. The role is placed within the operational readiness team.

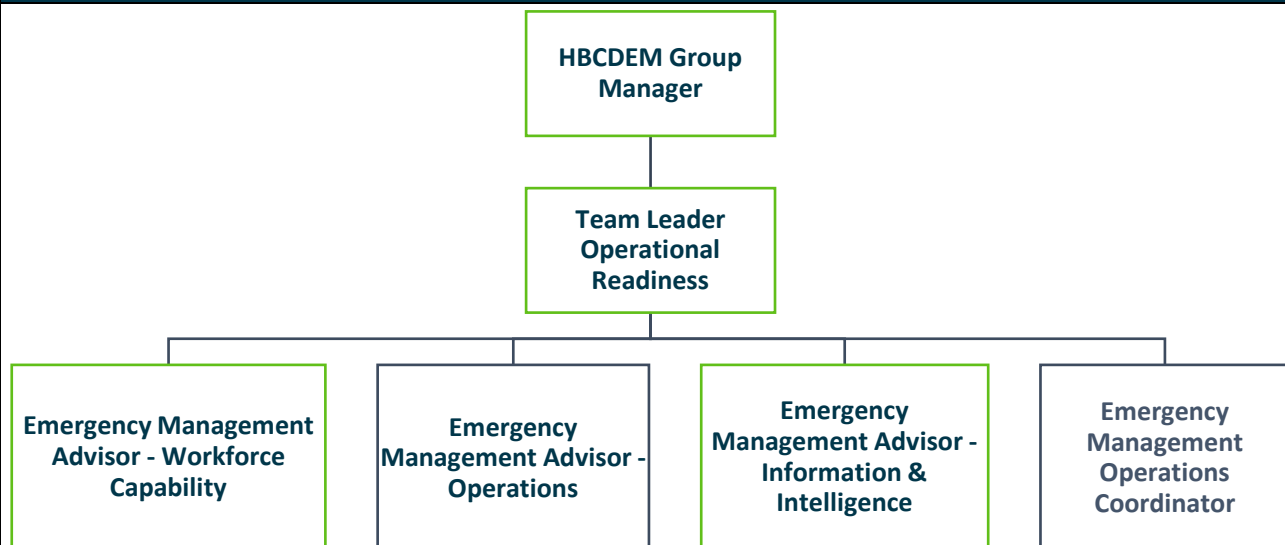
GROUP AND TEAM GOALS:

The Hawke's Bay Civil Defence Emergency Management Group Office provides the following role and functions as part of the Hawke's Bay Group:

- Advice and technical support to the CDEM Group Joint Committee, Coordinating Executives Group (CEG) and local authority Group members.
- Project coordination and management, including the ongoing development, implementation, monitoring and review of the CDEM Group Plan and supporting documentation.
- Coordination, development, and implementation of CDEM policy.
- Management of contracts entered on behalf of the CDEM Group or CEG.
- External liaison with partner agencies within the CDEM sector.
- Coordination of the integrated professional development of key personnel for CDEM.
- Providing monitoring and evaluation reports on the capability of the Group and its members to the Joint Committee and CEG.
- Maintaining the Group and local emergency management coordination centres.
- Ensuring IMTs and local volunteers are engaged and are trained to support a CDEM response.
- Assisting and coordinating recovery operations on behalf of the CDEM Group.
- Monitoring and responding to, the adverse effects of emergencies on behalf of the CDEM Group and disseminating warnings.
- Representing the CDEM Group on national bodies and projects.
- Preparation in consultation with CEG, of the annual report of the CDEM Group's activities, budget and performance to the CDEM Group for adoption.
- Coordination of the integrated professional development of key personnel for CDEM.
- Providing monitoring and evaluation reports on the capability of the Group and its members to the Joint Committee and CEG.

The Operational Readiness Team is responsible for ensuring that the Hawke's Bay CDEM Group is ready to respond to the risks it faces from a range of hazards.

ORGANISATIONAL CONTEXT



JOB SPECIFIC ACCOUNTABILITES

- Provide effective and efficient support is provided to the rest of the CDEM Group as requested by your Team Lead, across a range of administrative and financial activities.
- Provide administrative support for delivery of work programs and projects associated with CDEM staff and other relevant CDEM services.

- Provide support to the development and implementation of planning and process improvement by creating process documentation, formatting documents and templates, and maintaining systems as required.
- Provide support to workforce planning operations ie book training sessions, coordinate invitations and dispersal of materials, have oversight of attendance across all councils in our region and keep accurate records.
- Ensure CDEM operational meetings are accurately and effectively serviced and supported by taking minutes as required.
- Take an active role in supporting the CDEM volunteer programme by maintaining accurate records of resources and interested people.
- Ensure public requests are dealt with appropriately and in a timely and professional manner by acting as 'reception' of the CDEM Group office.
- Undertake the delivery of inductions to visitors to the CDEM Group office.
- Maintain a 'reception' function for the Group Emergency Coordination Centre (GECC) during a Response.
- Provide administrative support the Public Information Management (PIM) function by updating social media as requested and responding to community comments.
- Undertake inventory stocktakes before, during and after a response, or as requested.
- Process purchase orders, reconcile invoices and support other financial activities as requested.
- Support the tracking and management of CDEM assets as requested.
- Support data management by entering and archiving data as requested.
- Maintain distribution and stakeholder mailing lists, across several systems (Outlook, Whispr, Contacts etc.).
- Contribute to continuous improvement as part of everyday business practice. This could include developing, reviewing and improving business processes, maintaining a strong customer focus and bringing new ideas to your manager.
- You will be expected to have a basic knowledge and understanding of the broader work undertaken by the wider CDEM Group so that you can appropriately advise stakeholders on a range of activities when/where required.
- Model integrity in work effort and ethics in the workplace.
- Your specific work will be outlined in an agreed annual work programme. However, expectations will be regularly discussed with you, and expectations will be fair, reasonable, and within the broad requirements outlined above.

FUNCTIONAL RELATIONSHIPS

Internal

- Group Manager
- Team leaders
- Team members

External

- Government agencies and departments
- Local authorities
- Technical professional
- Iwi and other community groups
- Members of our community

COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under our purpose statement, "working with our community" is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is projected at all times in dealing with external contacts.
- Information is accurate and is provided in a timely manner.

- Outcomes that are fair and clearly understood by both parties are achieved
- Customers are satisfied with responses to written or verbal requests for information.

CONTINUOUS IMPROVEMENT

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your Manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your Manager.
- Showing a strong team commitment, as indicated by peer feedback and your Manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging other ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your Manager.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

HEALTH AND SAFETY

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.
- Comply with the COVID-19 Public Health Response (Vaccinations) Order 2021.

EMERGENCY MANAGEMENT

When a Civil Defence event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities after providing required support for your family and dependants. All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area. This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.
- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuity Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

PERSON SPECIFICATION

Minimum Qualifications and Experience required

- Relevant experience in a similar role/industry
- Valid driver's licence required

Knowledge

The following indicates what would typically be expected for this role at a competent level:

- Organisational skills: Record keeping, data entry, stock-taking and updating databases, booking meetings and trainings
- Interpersonal and Communication skills: Replying to public enquiries, reception to GECC function, inductions,
- Technological skills: using systems and online tools to undertake tasks, efficient typing up of hand-written material.
- Administrative skills: taking minutes, developing and distributing agendas, managing calendars, and resource bookings.
- Financial skills: processing purchase orders, invoices, and ensuring supplier payments are processed in a timely manner
- Proficiency in MS Word, Excel, PowerPoint and other database and information management systems
- Analytical skills.
- Communicating effectively to convey and interpret data/information.
- Collaborative work practices to build strong working relationships.
- Problem solving working knowledge
- An understanding of tikanga Māori and Māori values and an appreciation as to how they relate to the role.

Personal Attributes

- Sound judgement and initiative
- Ability to create harmony in a team.
- Ability to anticipate change, remain flexible and be innovative.
- Excellent interpersonal skills with the ability to initiate and engage effectively at all levels, internally and externally.
- Ability to effectively gather multiple sources of information and apply technical and analytical skills to make effective decisions.
- Ability to effectively plan, organise and co-ordinate work to ensure that goals are achieved with the highest quality of work possible within agreed timeframes.
- Ability to clarify objectives, identify key issues, consider all perspectives and evaluate.
- Ability to cope with a variety of work and on occasion difficult situations.
- A high level of courtesy and listening skills.

Awareness

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

CHANGES TO JOB DESCRIPTION

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.

Employee Signature

Date

Printed Name