



POSITION TITLE:	Team Leader Community Resilience		
GROUP:	Policy & Regulation	SECTION:	HBCDEM
REPORTS TO:	Director CDEM		
RESPONSIBLE FOR:			
FAMILY:	OM2	GRADE:	19
DATE REVIEWED:	October 2025		

HBRC STRATEGY

Hawke's Bay Emergency Management: A resilient Hawke's Bay community | He Aumangea Hapori ki Te Matau a Māui

HBRC Vision: We want a healthy environment and a resilient and prosperous community.

Hawke's Bay Emergency Management Purpose:

Together, as a community, we aim to create a safe, informed and resilient Hawke's Bay that is prepared for, responds to, and recovers from emergencies and disasters well. Our community is at the heart of our civil defence system. We will build stronger connections, trust and empower local voices, and enhance collaboration across the region.

Our Values:

- **Manaakitanga:** Living behaviours of care and respect
- **Kotahitangi:** Living behaviours of collective drive and unity
- **Ngākau Pono:** Living behaviours of commitment, integrity, and accountability
- **Whanaungatanga:** Living behaviours of relationships and connection
- **Māramatanga:** Living behaviours of clarity and understanding

Hawke's Bay Emergency Management Focus:

- **Coordinated and comprehensive emergency management outcomes for Hawke's Bay through:**
- **Reduction:** Local communities work together to reduce the risk of hazards
- **Readiness:** People and communities provide for their own safety and wellbeing
- **Response:** Response agencies are prepared, well coordinated and effective in response to an emergency
- **Recovery:** Communities and organisations recover from an emergency in an effective and efficient way

POSITION SUMMARY

The Team Leader - Community Resilience provides strategic leadership and expert advice to support local authorities in strengthening community resilience across Hawke's Bay. The role contributes to the delivery of the National Disaster Resilience Strategy, the Hawke's Bay CDEM Group Plan, and the Community Resilience Strategy by embedding best-practice, risk-informed approaches to resilience, engagement, and preparedness.

The role works collaboratively with councils, iwi, and partner agencies to support a coordinated, community-centred emergency management system. It promotes proactive, strengths-based engagement that reflects the diversity of communities and enhances their ability to manage risks and recover well, aligning with the region's commitment to inclusive and sustainable resilience.

The role also holds statutory responsibility as the CDEM Group Welfare Manager, leading the coordination of welfare services across the region. This includes maintaining the Group Welfare Plan, supporting local welfare capability, and chairing the Welfare Coordination Group to ensure a cohesive, well-prepared welfare system that meets national requirements.

This role involves:

- Travel within the region and occasional travel elsewhere in Aotearoa New Zealand.
- This role will require participating in the 24/7 duty team roster and performing emergency response and recovery functions as necessary during emergencies.
- Staying calm under pressure and handling challenging environments are key qualities to be successful in this position.

GROUP AND TEAM GOALS:

The Hawke's Bay Emergency Management Office leads and coordinates emergency management for the region. It works closely with councils, partner agencies, Tāngata Whenua, other organisations, and communities to ensure Hawke's Bay is ready for, can respond to, and can recover from emergencies.

The office provides:

- Advice and technical support to the CDEM Group Joint Committee, Coordinating Executive Group (CEG), and local councils.
- Leadership on hazard and risk planning across the region.
- Support and advice on risk reduction projects and research.
- Collaboration with Lifelines utilities (essential services and infrastructure providers) to reduce impacts from hazards.
- Development, implementation, and review of the CDEM Group Plan and supporting plans.
- Regional training, exercises, and professional development for emergency management staff.
- Public education and awareness campaigns at the regional level.
- Oversight and support for CDEM volunteers.
- Management of regional public alerting systems and consistent messaging.
- Coordination and management of the Emergency Coordination Centre (ECC) during large-scale events.
- Support for local councils during emergencies.
- Regional recovery planning and support for local recovery efforts.

The Hawke's Bay Emergency Management Office acts as the regional backbone for emergency management in Hawke's Bay. It ensures a coordinated and consistent approach across all councils and partners, supporting them before, during, and after emergencies, and leading regional readiness, response, and recovery activities.

The office is a shared service for the Hawke's Bay councils: Wairoa District Council, Hastings District Council, Napier City Council, Central Hawke's Bay District Council and Hawke's Bay Regional Council.

The Hawke's Bay Regional Council is the administering authority for the Hawke's Bay Emergency Management Office. All staff working for the Hawke's Bay Emergency Management Office are employed by the Hawke's Bay Regional Council.

Hawke's Bay Emergency Management Office staff are involved in coordinating responses to incidents that have a significant impact on communities and require coordination across emergency services and agencies. Staff may also need to monitor incidents as they develop and be ready to respond at short notice.

JOB SPECIFIC ACCOUNTABILITIES

Leadership and Team Management

- Provide effective leadership to a small team focused on emergency management planning. Set clear expectations, support professional development, and foster a culture of continuous improvement and collaboration.

Strategic Resilience Leadership

- Provide strategic advice to support local authorities in embedding resilience principles into community-focused planning, engagement, and preparedness activities.
- Promote the use of consistent, regionally endorsed frameworks and tools to ensure alignment with the Community Resilience Strategy, Group Plan, and national direction

Risk-Informed Community-Led Resilience

- Support local authorities to design and deliver programmes that help communities anticipate, reduce, and adapt to the risks they face.
- Guide the integration of preparedness and risk awareness into council and community engagement channels, ensuring that approaches are inclusive, strengths-based, and fit-for-purpose.

Collaboration

- Facilitate strong working relationships across councils, iwi, government partners, and stakeholders to build a cohesive, community-centred emergency management system.
- Champion shared learning, promote regional consistency, and represent the Group in forums where community resilience approaches are shaped and influenced.

CDEM Group Welfare Manager

- Lead the coordination of welfare services across the region in accordance with the National CDEM Plan, ensuring the Group Welfare Plan is maintained, Welfare Coordination Group (WCG) is active, and local authorities are supported to plan for and deliver community welfare during emergencies.

Technical Advice

- Provide expert technical advice to the Coordinating Executive Group (CEG) and CDEM Joint Committee to support governance, strategic decision-making, and cross-agency coordination.

FUNCTIONAL RELATIONSHIPS

Internal

- Director Emergency Management
- Group and Local Controllers
- CDEM Leadership and Team
- Group Managers
- HBRC employees

External

- Government agencies departments and Local authorities
- National Emergency Management Agency
- Non-Governmental Organisations (NGOs)
- Training Providers and Contractors
- Members of our community, Groups and Networks
- Central government agencies (NEMA, MBIE, etc.)
- Iwi, hapu, and key Māori organisations representatives
- Scientific and research institutions
- Industry and infrastructure providers

COMMUNITY RELATIONSHIPS

Fostering strong relationships is essential to achieving our goals. We cannot build resilient communities or prepare for emergencies alone; our strength lies in working alongside Tāngata Whenua, communities and partners.

At the heart of this approach is our purpose: *“Our community is at the heart of our civil defence system.”* This focus on people guides everything we do.

This means:

- Always projecting a professional attitude when working with Tāngata Whenua, communities and partner agencies.
- Providing accurate information in a clear and timely way.
- Achieving outcomes that are fair, transparent, and understood by everyone involved.
- We set high expectations and continually strive to do better.

CONTINUOUS IMPROVEMENT

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

- Supporting a strong lessons management approach and a culture of continuous improvement at the process, team, and individual levels, including openly sharing lessons learned.
- Promoting and contributing to a just culture, where learning from experience is encouraged and valued.
- Maintaining a positive overall attitude in the workplace, including promoting CDEM, the Emergency Management Office and HBRC in a positive manner, as assessed by your peers and Manager.
- Taking part in training opportunities with an open mind, as assessed by pre and post training meetings with your manager.
- Practicing the skills provided in training offered, 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.

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.

EMERGENCY MANAGEMENT

As Emergency Management professionals working within this field, Hawke's Bay Emergency Management Office staff are expected to undertake such emergency management functions as are determined appropriate to deliver on the regional Service Level Agreements and statutory requirements. This means:

- Maintaining a high level of personal preparedness.
- Being contactable after-hours.
- Monitoring developing events after normal working hours.
- Undertaking allocated role for emergency response, including working non-core hours and shifts if necessary.
- During significant events possibly being called back from annual leave
- Participating in exercises as required to maintain a state of preparedness.
- Where the role requires it, working with communities and volunteers including working non-core hours if necessary.
- The relevant employment agreement outlines compensation arrangements for work outside of core working hours and during an emergency.

PERSON SPECIFICATION

Minimum Qualifications and Experience required.

- Relevant tertiary qualification in Community Development, Emergency Management, or a related field.
- Experience in community engagement, public education, and disaster resilience planning.
- Strong understanding of Civil Defence Emergency Management Act 2002 and related legislative frameworks and national disaster resilience strategies.
- Experience leading teams and managing complex projects in a multi-stakeholder environment.
- Excellent written and verbal communication skills, including report writing and presenting to senior management.
- Strong problem-solving and decision-making abilities, particularly under pressure.
- Valid driver's licence required

Knowledge

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

- Strong technical skills in Microsoft platforms such as SharePoint, Teams, PowerApps, and Power BI.
- Excellent problem-solving skills, with the ability to troubleshoot and resolve technical issues quickly and efficiently.
- Strong collaboration and communication skills, with the ability to work effectively with internal teams and external vendors
- Analytical skills.
- Communicating effectively to convey and interpret data/information.
- Collaborative work practices to build strong working relationships.
- Problem solving working knowledge.

Personal Attributes

- Open-minded approach to learning, development, and collaborative working practices.
- 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