

POSITION TITLE:	Team Leader Emergency Management Operational Readiness		
GROUP:	Hawke's Bay Civil Defence Emergency Management Group	SECTION:	Operational Readiness
REPORTS TO:	Group Manager HBCDEM		
RESPONSIBLE FOR:	3x Emergency Management Advisor		
FAMILY:	OM2	GRADE:	19
DATE REVIEWED:	June 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 primary role of the Team Leader Emergency Management Operational Readiness is to provide leadership, mentoring and support to a small team of Emergency Management Advisors (EMA's) in the delivery and coordination of operational readiness projects and programmes. The role is undertaken within the context of the Hawke's Bay CDEM Group Plan, strategies, and work programme.

This role requires a close working relationship with the Hawke's Bay CDEM Group Manager (as the Group Controller) who has overall responsibility for ensuring the Group's effective response to emergencies. The role

also requires a close working relationship with the Emergency Management Community Engagement Team Leader role to ensure appropriate support and guidance is available for community readiness activities. Finally, the role will deputise for the Hawke's Bay CDEM Group Controller when this person is unavailable and as such the incumbent must be capable of acting as an Alternative Group Controller.

This role will require the incumbent to develop and maintain close working relationships with a wide range of partners, including Mana Whenua, Emergency Services, Critical Infrastructure organisations, and Welfare agencies.

The specific work undertaken as Team Leader Emergency Management Operational Readiness will relate to the needs of the role and the relevant skills and experience of the position holder. The role will also include activities that extend and provide for individual professional development. Expectations will be regularly discussed and will be fair and reasonable within the broad requirements outlined above.

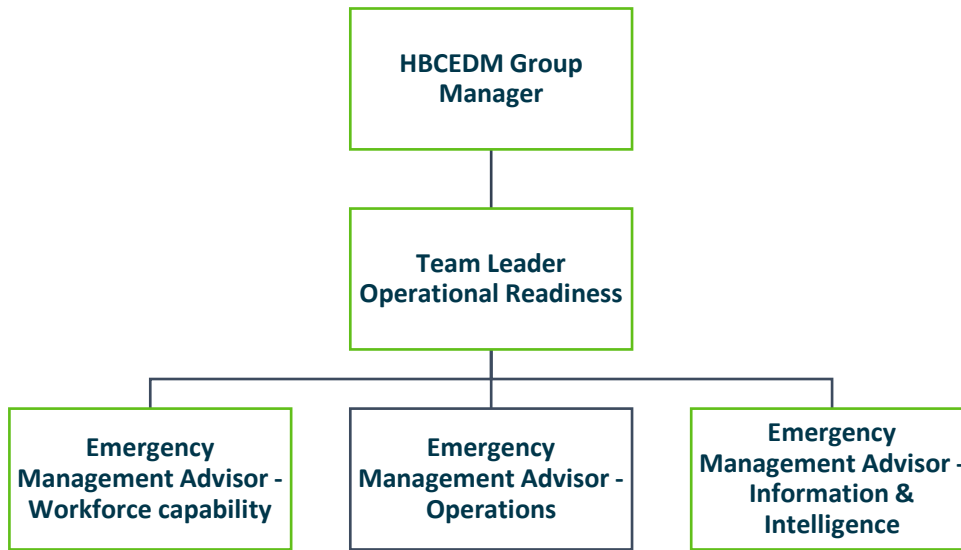
GROUP AND TEAM GOALS:

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

- Reduction**

- Ensure risk reduction focused on the Hawke’s Bay Group’s significant hazards is integrated within the strategies, plans and projects delivered by the Operational Readiness Team

Training, exercises and plans will be focused on reducing the identified significant risks of hazards to the Hawke’s Bay community

- Readiness**

- Group Response Plans
 - Support the Group Manager in the development of Group wide strategic documents such as the Group Plan and Group Concept of Operations (CONOPS).
 - Develop and maintain a plan to produce and review Group response plans and procedures
 - Oversee and where appropriate lead the development of these Plans
 - Ensure response plans reflect the significant risks faced by the Hawke’s Bay Community
 - Ensure the response plans are developed jointly with input from other Group Office staff, Group Members, Emergency Services and Partner Agencies
 - Ensure coordination centres and procedures are identified and developed that support the implementation of these plans
 - Ensure response plans and procedures are exercised as part of the Group Training and Exercise Programme

Response plans are developed that reflect the Hawke’s Bay risk assessment and consider all of the 4Rs

Sound integrated response planning which has resulted in residual risk being reduced to acceptable levels

The management of the response to an event is effectively transitioned from incident to a complex emergency

Effective Group and public warning systems are identified and implemented

Coordinated support is available to all Group members in response to an emergency

Individual supporting agencies are aware of their responsibilities and have appropriate plans

Facilities and processes support the response to significant events

- Group Training and Exercise Programme
 - Oversee the review of Group Training and Exercise Plans and Programme yearly
 - Ensure the Training and Exercise Plan is based on a current training needs analysis
 - Ensure the Exercise Programme teaches and practices Group initial response plans
 - Ensure training and exercising is administered in a timely and effective manner

Training is delivered that meets the needs of coordination centre staff roles

Trained teams of local CDEM volunteers effectively responds to any incident, emergency or disaster event

Coordination centre and CDC staff and volunteers are safe during a response

<ul style="list-style-type: none"> ○ Ensure training is delivered by suitably qualified and competent instructors ○ Ensure training records are maintained and up to date 	<p>Training is delivered under the principle of instructor excellence and is consistent with national guidelines and frameworks; and the Group Training and Exercise Programme</p>
<ul style="list-style-type: none"> ● Group Volunteer Strategy <ul style="list-style-type: none"> ○ Oversee the development and delivery of a Group volunteer strategy that: <ul style="list-style-type: none"> ● Identifies the volunteer needs for the Group ● Identifies volunteer structures for the Hawke’s Bay CDEM Group ● Provides a standardised process for the recruitment and retention of volunteers ● Identifies training and development pathways for volunteers ● Includes a plan for managing spontaneous volunteers ● Ensure volunteers are appropriately trained and contact databases are maintained 	<ul style="list-style-type: none"> ● Trained volunteers are available for emergency response ● Community Volunteers are able to support their Community in response ● Response teams provide for support to communities across the Group and where appropriate nationally ● Spontaneous volunteers are utilised safely and effectively ● Volunteers are able to support other communities ● Volunteers are safe in a response
<ul style="list-style-type: none"> ● Facilities Management <ul style="list-style-type: none"> ○ Provide guidance and ensure the functionality and safety of the local coordination centres is monitored and corrective actions are implemented ○ Develop and maintain procedures that support the operation of the Groups’ coordination centres ○ Coordination centres are able to operate using contemporary ITC (including emergency management information systems and GIS). ○ The Groups’ Coordination Centres have a high level of interoperability in equipment and procedures 	<ul style="list-style-type: none"> ● Coordination centres and are able to support the response as identified in initial actions plans ● Coordination centres are able to communicate within the Group and with the NCMC ● Coordination Centres are capable of managing and supporting a coordinated response to a complex emergency ● Local coordination centres are suitable for the establish level of activation and incident management team of the Council
<ul style="list-style-type: none"> ● The Operational Readiness Team supports the Wairoa/ Hastings/ Napier/ Central Hawke’s Bay Council in developing and maintaining their local emergency response capability ● The Operational Readiness Team supports the Hawke’s Bay Regional Council in developing and maintaining their emergency response capability 	<ul style="list-style-type: none"> ● Local facilities, equipment and processes are developed to support the response ● Local Authority Staff understand their role and responsibilities during an emergency ● Local Authority Staff actively participate in development opportunities for their CDEM role
<ul style="list-style-type: none"> ● The Operational Readiness Team supports Wairoa/ Hastings/ Napier/ Central Hawke’s Bay Council in developing their local response plans 	<ul style="list-style-type: none"> ● Local circumstances are provided for in the response to an emergency ● Local plans are coordinated and integrated across all levels and partners ● Any local initial action plans are consistent with the relevant Group initial action plan
<ul style="list-style-type: none"> ● Under the coordination of the Team Leader Community Resilience, support the community resilience planning processes for local communities 	<ul style="list-style-type: none"> ● Community resilience initiatives are comprehensive ● Other local council community resilience initiatives are coordinated with community resilience planning or where appropriate include a CDEM component

<ul style="list-style-type: none"> • Response 	
<ul style="list-style-type: none"> • Provide a “first response” capability including being on call either as an individual or as part of a roster system including: <ul style="list-style-type: none"> ○ Being part of the duty Response Manager roster ○ Deputise for the Hawke’s Bay CDEM Group Manager during a response where they are unavailable. ○ Be part of the Control function for the GECC ○ Act as an alternative Group Controller as required 	<ul style="list-style-type: none"> • A rapid, well-coordinated and effective response to an emergency • Watches and warnings are disseminated to staff and organisations in a timely fashion • Controllers are able to access specialist emergency management advice in a timely manner • Specialist emergency management staff are available to act as Group Controller
<ul style="list-style-type: none"> • Ensure team members are able to support their associated local authority during an event 	<ul style="list-style-type: none"> • Local authorities have access to specialist emergency management advice during a local event
<ul style="list-style-type: none"> • In an emergency event perform the roles and duties as allocated by the Controller 	<ul style="list-style-type: none"> • The Group response is enhanced through the appropriate deployment and support of emergency management staff
<ul style="list-style-type: none"> • Recovery 	
<ul style="list-style-type: none"> • Recovery is considered as part of operational planning processes in particular Group initial action plans 	<ul style="list-style-type: none"> • Operational Planning is comprehensive and considers the 4Rs
<ul style="list-style-type: none"> • Business Management 	
<ul style="list-style-type: none"> • Accurate and timely operational readiness advice and input is provided to the Group Manager to aid the development of Council and Group strategies and associated work programme and budget 	<ul style="list-style-type: none"> • Operational readiness activities is provided for in the Groups strategic and business planning
<ul style="list-style-type: none"> • Allocated budgets are managed within HBRC policies 	<ul style="list-style-type: none"> • Expenditure is related to outcomes and complies with the Council’s expenditure policies
<ul style="list-style-type: none"> • Projects allocated to the Operational Readiness Programme are managed using accepted project management approach 	<ul style="list-style-type: none"> • Projects are managed to achieve the objectives sought and are timely and within budget
<ul style="list-style-type: none"> • As appropriate represent the Group on national working parties and sector groups and have input into submissions on national policy 	<ul style="list-style-type: none"> • The Hawke’s Bay CDEM Group will have input into national CDEM policy • The Group Office will be aware of changes to national policy or guidelines
<ul style="list-style-type: none"> • Relationship Management 	
<ul style="list-style-type: none"> • Build and maintain effective working relationships to enable the network of organisations to respond in a coordinated way to an emergency when required. 	<ul style="list-style-type: none"> • An emergency response is coordinated across all involved agencies
<ul style="list-style-type: none"> • Partner with mana whenua to ensure readiness and response upholds Te Tiriti O Waitangi 	<ul style="list-style-type: none"> • Responses are culturally appropriate and embody a partnership with mana whenua.
<ul style="list-style-type: none"> • Team Leadership 	
<ul style="list-style-type: none"> • Lead and mentor team members in achieving their work objectives including: <ul style="list-style-type: none"> • Provide for objective setting and performance feedback for team members at least 6 monthly • Proactively identify development opportunities with team members • Ensure team members are prepared and where appropriate supported in their response role 	<ul style="list-style-type: none"> • Team members are clear on what their role is in achieving the wider Group vision and outcomes • Team members have input into their work programme and personal development programme • That the health and safety of individual team members is maintained • Team members develop within their roles and where suitable are capable of taking on development opportunities

The role of Operational Readiness Team Leader is expected to:

- Coordinate and oversee the work programme of the Operational Readiness Team Emergency Management Advisors.
- Support the Group Manager in the development of key strategic documents.
- Oversee the review and maintenance the Group Training and Exercise Plan by the EMA (Training and Planning).
- Ensure the delivery of coordinated training and exercising across the CDEM Group. Where necessary, support the delivery of training to partner agencies.
- Manage the Response Planning Programme. The position holder will oversee the development, implementation and review of Group Plans and procedures. As such, these plans require significant internal and external relationship development and management, particularly with local council staff and the Emergency Services.
- Oversee the Management of response facilities across the Group including coordination centre processes and Incident Management Teams (IMT's).
- Supervise the management of all aspects of community volunteer recruitment, training, retention and deployment by the Operational Readiness Team.
- Ensure the appropriate development and use of technology to support response capability in the region.
- Develop and maintain close working relationships with key partner agencies, including the New Zealand Police, Fire and Emergency New Zealand, District Health Board and lifeline utility providers.
- Manage, lead, and guide the team, ensuring team objectives are met, clear direction is given, and adequate resourcing is provided.
- Actively engage with and lead Council's performance management system for the team ensuring key check-ins are met, learning and development needs are discussed, and appropriate development planning is undertaken.
- Maintain staffing resource to ensure that the team is adequately resourced. Undertake recruitment,

selection, onboarding, and training of new employees as and when required.	
--	--

• FUNCTIONAL RELATIONSHIPS	
-----------------------------------	--

Internal <ul style="list-style-type: none"> • Group Managers • Executive Team • Elected members • Team members 	External <ul style="list-style-type: none"> • Consultants and contracts • Government agencies and departments • Local authorities • Technical and legal 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

- A recognised degree level tertiary qualification (Level 7 or above) and/or significant relevant experience specialising in the management of natural hazards, geological or earth sciences.
- Minimum of 5 years of experience in a similar role/relevant industry
- Demonstrated advanced leadership skills in a dynamic and changing environment.
- Experience in development, implementation and integration of response plans across multiple levels and partners.
- Ability to lead a number of teams across CIMS functions in a response to achieve emergency management outcomes
- Emergency management experience relevant to CDEM reduction, readiness, response and recovery, or equivalent is desirable.
- Experience in project and programme management.
- Experience leading and working in teams / building effective working relationships.
- Experience in using SharePoint and Teams would be of advantage.
- Valid driver's licence required

Knowledge

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

- Knowledge of legislation relating to emergency management and local government.
- Knowledge of problem analysis and developing operational plans.
- Knowledge of capability and training development systems.
- Sound knowledge of Coordinated Incident Management System (CIMS).

- Sound knowledge of risk management principles and practices relevant to Emergency Management environment.
- Sound knowledge of the civil defence activity across the 4Rs of emergency management.
- Proficiency in Teams, MS Word, Excel, PowerPoint and other database and information management systems
- Analytical skills.
- Knowledge of financial reporting systems and requirements.
- Communicating effectively to convey and interpret data/information.
- Collaborative work practices to build strong working relationships.
- Problem solving working knowledge
- Sound understanding of tikanga Māori and Māori values and an appreciation as to how they relate to emergency management.

Personal Attributes

- Demonstrated and effective crisis management leadership skills.
- Able to motivate others.
- Ability to relate effectively to a wide range of people.
- Ability to plan and prioritise workload and manage projects.
- Able to work under minimal supervision and display sound judgment and tact.
- Ability to work on call 24 hours, 7 days a week either on an individual basis or as part of a rostered team approach, if necessary.
- Ability to work under pressure.
- 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