

Position Description

Position title: Māori Engagement Manager

Division: Operations

Department: Wynyard Edge Alliance

Reports to: Communications and Stakeholder Manager

Direct reports / Indirect reports (number): 0/0

Location: Auckland Central

Purpose of position:

Engage in meaningful dialogue with Mana Whenua and ensuring Māori principals, opportunities and outcomes are being realised within Wynyard Edge Alliance (The Alliance)

The Māori Engagement Manager role will ensure enhanced performance excellence through the provision of leadership from a Māori world view. This role is the conduit between The Alliance activity and mana whenua and matawaaka of Tāmaki, building meaningful two-way. This role will have specific responsibility for brokering and managing relationships, dealing directly with senior representatives within Māoridom in order to help deliver positive Māori outcomes.

The Māori Engagement Manager will also be required to provide Wynyard Edge Alliance staff with advice and guidance on the external environment.

Relationship Management

Key Responsibilities

- Develop the Mana Whenua Engagement Plan with mana whenua, including identification and prioritisation of stakeholders, determining ownership of relationships, the frequency and style of engagement.
- Have guardianship that Māori opportunities and outcomes are eventuating.
- Liaise with Auckland Council's Te Waka Anga Mua ki Uta staff, and the Alliance to ensure that what is proposed is costed and do-able.
- Oversee any Maori protocols necessary for The Alliance to operate above best practice.
- Oversee and specific consent requirements attaining to Mana Whenua are being met and reported on.
- Work with Panuku and Te Waka Anga Mua ki Uta to integrate Mana whenua engagement.
- Proactively develop and maintain strong productive relationships, identifying and maximising opportunities to achieve Māori outcomes in all areas of the Alliance's business.
- Develop and manage a process for better understanding and alignment between the stated objectives and aspirations of mana whenua and the Alliance.
- Provide clear input from a Māori perspective in to the development of key strategic documents.
- Build and maintain strong effective internal relationships to deliver shared objectives.
- Provide specialist advice across the Alliance on how best to engage and consult with Mana Whenua.
- Demonstrate effective communicating between the Alliance, partners and mana whenua.
- Provide issues management advice to aid corporate reputation management

Expected outcomes

- Key partners are identified and engaged and strong working relationships are developed and maintained, affirming their ability to inform and influence planning and delivery.
- Partnerships support achievement of strategic priorities and enhancement of the Alliance's reputation and are undertaken in the spirit of kotahitanga.
- Relationships with all key stakeholders, including central government and public sector entities, are positive and mutually beneficial, and are appropriately supported to ensure an integrated approach to managing key relationships
- High quality specialist advice and support is provided to the Alliance's teams including preparation of briefing material, presentations and speaking notes.
- Messages are appropriately communicated to and understood by audiences
- The Alliance's reputation is enhanced both internally and externally. Help prepare mana whenua updates for the Alliance Board.

Customer Service

Key responsibilities

- Deliver exceptional customer service outcomes, both internally and externally.
- Build and maintain effective relationships with internal and external customers and stakeholders.

Expected outcomes

- Behaviour clearly demonstrates a customer service and continuous improvement focus.
- Evidence of strong relationships with internal and external stakeholders.

Organisational obligations

Key responsibilities

- Action the Alliance's good employer obligations and equal employment bicultural policies and practices
- Promote a safe and healthy workplace by undertaking responsibilities as outlined in the Alliance's health and safety policy and procedures
- Promote one-organisation initiatives and action these service characteristics
- As an employee of the Alliance you are required to familiarise yourself with and comply with all policies, including but not limited to, the organisation's Code of Conduct

Expected Outcomes

- The Alliance meets its obligations as an employer
- The Alliance's reputation is enhanced within the community
- Health and safety requirements upheld

Delegated Authorities

Financial: NIL Operating expenditure

NIL Capital expenditure

Contractual: NIL Long term contracts

Key relationships

Internal

- The Wynyard Edge Alliance
- Auckland Council, Panuku, ATEED, Auckland Transport: Waterfront Team, Property team, Media/Comms specialists, Governance Engagement team, Place-Making team, and PMO, AC36 Working Streams.

External

- Iwi, public, industry experts, third party suppliers and contractors, other Council Controlled Organisations (CCO's), local and central government organisation, Consultants and Contractors, Representatives of crown agencies: MBIE

Technical competencies

- Proven ability and drive to deliver excellent customer service to internal and external stakeholders
- Proficient in managing a stakeholder engagement process
- Politically astute with a high level of business acumen
- Highly developed communication skills, both written and oral
- Strong relationship building and influencing skills as to gain confidence, enthusiasm and support from others.
- Ability to work collaboratively to deliver results
- Ability to represent and promote The Alliance, its programmes and policies to external parties
- Effective planning, prioritisation and organisational skills
- Demonstrated high resilience and ability to perform effectively under pressure.
- Understanding of the Treaty of Waitangi and Auckland Council's role and responsibilities
- Ability to work collaboratively across stakeholders and internal business partners to deliver results
- Ability to work across the business to meet strategic objectives and business plan outcomes

Type of person suitable for this position

Qualifications

Essential

- Tertiary qualification in Business, Political Studies, Communications or another related discipline

Experience and skills

Essential

- 7 years extensive experience undertaking stakeholder engagement and relationship management
- Experience advising and influencing at a senior level
- Experience of working and managing relationships within a political environment and/or with national agencies or corporates.
- Experience of managing a complex network of partners and stakeholder relationships within a dynamic and changing environment
- Demonstrated experience and achievement in working confidently with internal and external stakeholders.
- An excellent understanding of tikanga Māori and the role of mana whenua in the future development of Tamaki Makaurau.
- An understanding of other cultures and communities in Tamaki Makaurau.

Preferred

- Political awareness in a local government context.
- Legal, policy and technical knowledge relevant to council engagement for decision making.
- Excellent stakeholder and relationship management skills.
- Proven ability to focus, prioritise actions and manage risks successfully.
- Experience in using a variety of different internal and external communication channels.
- Experience in engaging a wide range of communities and audiences.
- Experience in leading project teams to achieve successful outcomes.
- Ability to manage multiple work streams simultaneously and successfully.
- Experience in designing and delivering learning and development solutions.

Personal Leadership Behaviour

Auckland Council's vision is to create the world's most liveable city, while delivering Aucklanders' great value for money. Our high-performance behaviours were developed to capture what it means to put our vision in to action:

- **Develop** - We take new approaches to solving old problems; we thrive on challenge; we think big and stay ahead of the game
- **Serve** - We treat our customers as though they're our friends and neighbours; we make things easy for Aucklanders'; we spend ratepayer money wisely
- **Achieve** - We're accountable; we get stuff done; we achieve real results

- **Collaborate** - We are one council family and we trust each other; we know that the little things we do can make a big difference; success is a shared goal

Refer the WEA alliance Charter for the behaviours expected as a member of the alliance team.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, personnel may be required to perform duties outside of their normal responsibilities as needed.