

POSITION DESCRIPTION

TITLE: Head of Office of the Mayor and Chief Executive	VACANCY NO: <i>(applicable for recruitment only)</i>
UNIT: Office of the Mayor and Chief Executive	GROUP: Strategic Policy and Performance
REPORTS TO: Assistant Chief Executive, Strategic Policy and Performance	DIRECT REPORTS: 6 (approx. 17- 18 indirect)
LOCATION: Any Council Location	DATE: November 2021

Purpose of the position:

To lead the Office of the Mayor and Chief Executive and provide integrated advice, services and administrative support so that the Mayor, Deputy Mayor, Elected Members and Chief Executive can fulfil their statutory, community, Council and policy leadership roles.

Whilst the role will be expected to pick up a range of work within this setting, a primary focus will be providing strategic advice on agreed portfolio areas or projects, maintaining an overview of all Council and Committee papers and agendas, policy and reporting development and delivery, and keeping the Mayor and Chief Executive informed. This position will be expected to spend approximately 50% of their time undertaking advice and coordination, the balance spent on management functions of the team.

This position will take a visible lead role in driving cooperation and collaboration across the Council to ensure consistent high-quality evidence based advice, analysis, information and support for the Mayor, Deputy Mayor, Elected Members and CEO.

General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- 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 Christchurch City Council policies and processes.
- Be associated, as required, with CIVIL DEFENCE or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

Key Areas of Accountability

Leadership

- Own and demonstrate the vision and values of the Council and provide clear and inspiring leadership to all staff.
- Provide direction, empower, motivate and develop others in order to achieve team, business group and organisational goals securing a positive outcome for the people of Christchurch.
- Embrace and role model Council's new collaborative, community-centric and responsive ways of working to ensure they become embedded within your team, unit and across Council.

Key Areas of Accountability

	<ul style="list-style-type: none"> • Ensure that people policy and practices are consistently implemented and observed and that opportunities exist at all levels for ongoing professional growth and development. • Lead team members to ensure a high-performance culture and address any issues impacting team or individual performance in accordance with relevant policies. • Be an effective, consultative, and proactive member of the senior leaders. • Have a 'visible' presence within your team, the wider Council and with external stakeholders. Role model clear, open and professional communication. • Engage and collaborate with Elected Members, providing quality oral and written advice, supporting them in their roles and providing relevant and timely communications. • Represent the Council, ELT and senior leaders as required, or as requested by the Chief Executive. Act as a spokesperson for your functional area including with media as appropriate and as authorised. • Champion an open and transparent culture to reflect the intent of the Local Government Official Information and Meetings Act 1987. • As a senior leader you will be self-aware and able to regulate your behaviours and actions, take an empathic approach to dealing with challenging staff issues, remain motivated under all situations and utilise appropriate humour to help create an enjoyable work environment. • Keep abreast of local government and industry changes and communicate updates and guidance to team.
Treaty Relationships	<ul style="list-style-type: none"> • Demonstrate a commitment to and respect for Te Tiriti o Waitangi and incorporate into your and your team's daily work the principles of being a good Treaty partner. • Undertake and encourage your teams to undertake professional development and practice in Te Tiriti o Waitangi, the Māori Relationship and diversity and inclusion. • Identify opportunities to demonstrate inclusiveness and diversity across your team.
Operational Management	<ul style="list-style-type: none"> • Ensure that efficient and responsive advisory and information services are provided to the Mayor, Deputy Mayor, Elected Members and Chief Executive (CE). • Manage relationships with the Mayor and elected members, the Chief Executive and senior Council employees in a sensitive and discreet manner • Ensure the integrity and reputation of the Mayor and Chief Executive, and the Office of the Mayor and Chief Executive is enhanced through effective, efficient and professional engagement with all elected members, the organisation, elected representatives, and members of the public. • Lead a small, expert advisory team to provide quality, timely and trusted advice to the Mayor and CEO, and a broader range of civic, support and other services supporting elected members. • Ensure the team leads information management and compliance with relevant statutory obligations such as LGOIMA and the Privacy Act and maintains all systems, procedures and relevant documentation in line with statutory and organisational requirements. • Manage shared services functions, Council/committee governance and administrative support to optimise output of the Office. • Ensure the teams develop and strengthen the Council's relationships with key civic and international partners and stakeholders including leading the delivery of a range of civic events.

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	<ul style="list-style-type: none"> • Manage the allocation of work across the OMCE team and the performance of team members to ensure advice meets the Mayor and CE's needs and is delivered effectively and efficiently and with agility. • Facilitate the provision of briefing notes, discussion papers, speech notes, public statements and verbal advice for the Mayor and CE
Advisory Function	<ul style="list-style-type: none"> • Apply expert knowledge to shape the policy debate by sharing and influencing thinking across the organisation, based on: deep understanding of the aspirations and priorities of the Mayor, Council and CE; the Community Outcomes framework; and the corporate and legislative responsibilities of the Council. • Provide strategic, commercial, and tactical advice to the Mayor and Chief Executive in identified key areas including the execution of Council strategy, delivery of key leadership and organisational priorities and urgent or emerging issues. • Lead programmes of work, including special projects, for the Mayor and Chief Executive • Support the Mayor and Chief Executive by providing high quality and trusted advice on the choice and feasibility of policy instruments and interventions and on delivery roadmaps that allow for adjustment in response to changing circumstances • Anticipate and respond to issues raised by the Mayor and CE with insightful analysis, free and frank, compelling advice timed to have the greatest influence, recommendations or direct action, as appropriate. • Maintain an overview of all Council and Committee papers and agendas, and keeping the Mayor and Chief Executive informed • Oversee policy and reporting development and delivery • Represent the Mayor or CE at meetings as requested.
Change Leadership	<ul style="list-style-type: none"> • Proactively look for continual opportunities to improve the performance culture, services, operations systems, and processes of the Council to benefit the communities it serves. • Lead and support organisational transformation. Encouraging a culture of innovation and continuous improvement.
Climate Resilience	<ul style="list-style-type: none"> • Provide leadership and advocacy to drive the implementation of Kia Turoa te Ao – Otautahi Christchurch Climate Resilience Strategy, to embed greater climate resilience throughout the organisation and beyond.
Strategic Planning and Advice	<ul style="list-style-type: none"> • Ensure evidence informed advice is provided to support the Chief Executive and Council in the development of Long-term plans and Annual Plan, strategic plans and other policy statements. • Ensure your function's strategic direction & plans align at all times with that of the Council and Local Government Act and work actively, agilely, and cooperatively to swiftly resolve or address strategic or operational disconnects between teams or Groups.
Customer & Community Focus	<ul style="list-style-type: none"> • Drive a customer and community centred approach to decision making and service delivery.
Partnerships and Collaboration	<ul style="list-style-type: none"> • Develop and maintain sound and mutually respectful working relationships, networks and partnerships with key stakeholders both locally and nationally, including counterparts in other government agencies, and business and industry representatives, NGO's & Community. • Address differences and conflict issues with internal and external stakeholders and identify constructive solutions. • Remain politically neutral.

Key Areas of Accountability	
Risk Management	<ul style="list-style-type: none"> • Build collective understanding and “buy in” of risk management. • Take a proactive and open approach to risk management and resolution, collaborating across teams and Groups to identify and manage risks cohesively and well. • Promote and role model a ‘no surprises’ approach to escalate and share any significant risks.
Health & Safety	<ul style="list-style-type: none"> • Promote a culture of wellbeing across all levels of the Council. • Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety including utilising the reporting of near misses to promote continuous improvement.
Budget	<ul style="list-style-type: none"> • Accountable and responsible for developing robust advice on investment decisions. • Pursue value for money (VfM) from all activities undertaken within your function and across Council, regardless of the method of funding. • Accountable and responsible for managing a budget of \$TBC.
Delegations	<ul style="list-style-type: none"> • Delegated authority is as per the Register of Delegations on the Christchurch City Council website

Key Relationships/Customers:	
Internal	Nature of the Relationship
Chief Executive and wider Executive Leadership Team	Seek and provides advice, share information.
Assistant Chief Executive Strategic Policy & Performance	Reports to, seek and provide advice, share information.
Fellow Leaders & Heads of Service	Peers, provide information and support openly and transparently, work in close liaison on strategic and operational goals as a united and cohesive team.
Wider Council Organisation team leaders and members	Provide leadership, information and support and foster openness, transparency, collaboration, and cross-functionality.
Mayor, Councillors and Community Board members,	Provide quality oral and written advice, support, and engagement to build collaboration and improve outcomes.
Multi-disciplinary teams	Contributes to, fosters collaboration and cross-functionality.
Internal services, (I.E. HR, finance, I.T, legal, comms, procurement.....)	Seeks and provides advice, share information. Adopts frameworks and processes established by these functions.
External	Nature of the Relationship
Industry Groups	Interface between business groups and Council.
Residents and Ratepayers	Provide information and liaise with. Primary customer relationship.
Other Local Authorities	Establish and manage relationships in order to share knowledge, coordinate consistency in approach.

Crown entities	Establish and manage relationships in order to provide advice for Crown / Council projects and initiatives
Ngāi Tahu and Rūnanga	Establish and manage relationships in order to provide and gain advice.

Formal Qualifications and Training	Required	Desirable
Post graduate qualification in a policy related discipline or other qualification with extensive relevant experience.	✓	
Demonstrable practice to keep knowledge up to date and relevant	✓	
Key Experience/Knowledge/Skills/Competencies	Required	Desirable
Experience in a senior leadership role, in a large, complex organisation including provision of strategic advice	✓	
Experience and knowledge of developing and leading people, process and information and technology systems within relevant delivery environment.	✓	
Ability to build, maintain and leverage relationships with key internal and external contacts, including with leaders across business and political environments	✓	
Considerable experience with policy development and implementation especially involving multiple entities and functions	✓	
Executive level experience of performance reporting both at a management and governance level	✓	
A strong understanding of the machinery of local/central government decision making processes, including working knowledge of the Local Government Act and local government decision-making processes	✓	
Excellent project management, planning and organising skills and the ability to manage a large work programme and diverse priorities	✓	
A high level of judgement and decision making skills	✓	
Ability to think strategically and contribute to group decision making	✓	
Strong qualitative and quantitative analytical skills	✓	
<p>Leadership: Motivating and empowering self and others.</p> <ul style="list-style-type: none"> Creates an engaging environment where people want to do their best. Is a visible leader engaging with people inside the organisation and externally. Supports people, at all levels, to be empowered and accountable. Tailors leadership style to the situation and has a range of persuasion and influencing techniques. <p>Creates a safe and healthy work environment, characterised by genuine staff involvement and ownership.</p>	✓	
<p>Strategic Focus: Anticipating the changing requirements of customers and communities.</p> <ul style="list-style-type: none"> Sets the direction of the organisation and creates alignment to the Council's strategic framework. Ensures Groups and Units maintain alignment to the Council's strategic framework and organisational vision and goals. 	✓	

<ul style="list-style-type: none"> • Interprets complex information and creates open discussion to form business plans, goals, and priorities. • Considers external factors and scenarios which may affect the unit/group/organisation in future. 		
<p>Working Collaboratively: Working together within and across the organisation</p> <ul style="list-style-type: none"> • Takes a visible, lead role in driving cooperation and collaboration between units and groups. • Supports and enables multi-disciplinary teams to work together to get things done. • Encourages dialogue to remove barriers between teams, units and groups. • Builds effective relationships between Elected Members and the organisation. 	✓	
<p>Customer Focus: Focusing on our internal and external customers.</p> <ul style="list-style-type: none"> • Ensures teams/units/groups and organisation stay focused on the agreed customer priorities. • Creates an environment where effective relationships with customers and communities are developed, maintained and encouraged. • Includes customer and service focused outcomes in strategies, organisation wide planning and policy making. 	✓	
<p>Embracing Change: Initiating and being part of change.</p> <ul style="list-style-type: none"> • Creates an environment where curiosity, ideas and continuous improvement is encouraged. • Initiates and drives strategic change which enables better delivery for the group and organisation. • Plans change taking all factors into account. • Champions change through implementation and into business as usual. • Monitors the amount and pace of business change and takes appropriate action. 	✓	
<p>Focus on Results: Delivering what has been agreed and celebrating outcomes/results.</p> <ul style="list-style-type: none"> • Maintains commitment and focus on what has been agreed. • Creates a climate where high performance is enabled and results can be delivered. • Encourages the sharing of progress and achievements across unit/group/organisation. • Takes calculated risks in order to enable the delivery of better results. 	✓	

POSITION DESCRIPTION

How the position fits into the organisation:

