

Position Description

Position title:

Graduate - Development Programme Office

Departments:

Development Programme Office (DPO)

Reports to:

Various

Direct reports / Indirect reports (number):

None / none

Location:

Auckland City Centre

Accountabilities of position

The Auckland Council Development Programme Office (DPO) oversees selected major infrastructure housing development projects and significant public realm development projects, enabling the required growth to take place and improving the public realm in Auckland.

To achieve this, the DPO has a key role in developing and advising on appropriate strategy and timeframes and budget implications associated with delivering that supporting infrastructure. These are the operational planning elements that integrate with Auckland Transport and Watercare programmes. This requires the DPO to work with developers and other providers to ensure the necessary infrastructure is available to enable quality development to proceed.

Purpose of position:

The DPO Graduate contributes to and assists in the planning for new housing land infrastructure and / or the planning and delivery of public realm projects within the Auckland region. The DPO Graduate will also provide support and input into business case development for and monitoring of projects. The DPO Graduate will assist in the establishment and management of key stakeholder relationships and engagement processes for multi-faceted / complex projects.

The key purpose of the role is to assist and provide support to team members in the planning, management and execution of complex projects.

Rotations will be located in the Council's Bledisloe House, City Centre. In addition, during a rotation, travel to other council buildings, customer premises and other work sites may be required.

Rotations:

During the rotation within this department, the DPO Graduate Programme will have the opportunity to work with three teams. These will be in the following teams: Strategy, Delivery and Infrastructure Funding Agreements.

The rotations will include the provision of professional advice and expertise in the following areas:

- Strategy development and analysis
- Delivery of capital works projects
- Infrastructure funding agreements

Key responsibilities (throughout rotation)

Project Delivery

Key responsibilities

- Contribute to the successful delivery of existing and new projects including managing and leading key deliverables.
- Assist with the negotiation, drafting and delivery of development/infrastructure funding agreements involving land owners, developers, CCOs, infrastructure providers and other Council departments.
- Assist with the financial management of projects through the appropriate financial planning processes.
- Assist with the development of the appropriate strategy for the delivery of respective projects and implement same including stakeholder engagement on complex projects.
- Contribute to the establishment of the appropriate project team structures and work practices to deliver projects.
- Work with others in the management and delivery of projects.
- Assist in the management and coordination of multi-disciplinary skills from across the organisation (as well as consultants) and participating, and leading where appropriate, cross-Council project teams.
- Report on progress, issues, risks and opportunities for project(s).

Expected Outcomes

- Existing projects across the region are completed or rationalised, and new projects are developed and completed in accordance with agreed objectives.
- Projects are reflective of council strategy and policy documents, such as the Auckland Plan.
- Input and advice is provided in a timely manner.

Communication / Engagement

Key responsibilities

- Ensure appropriate and relevant communications are channelled to all affected parties
- Confidentially manage sensitive and important issues ensuring escalation to relevant people as necessary
- Receive, prioritise, track and progress communications, to ensure timely responses are generated
- Liaise with internal and external customers by telephone, face to face, and email
- Assist in preparation of presentations and communication materials, as needed across the Unit

Expected Outcomes

- Issues are effectively managed or escalated
- Effective communication with improved results
- Overall productivity of team / customers is increased with open communication channels

Continuous improvement

Key responsibilities

- In collaboration with the relevant manager / team leader identify, and continuously improve business processes, policies and systems aligned to the needs of the team or unit
- Identify and communicate opportunities to improve processes that align to best practice
- Encourage and promote best practice by sharing ideas, contributing to project teams, making recommendations and networking with all levels of staff
- Contribute to the development of policies and procedures relating to effective practices

Expected Outcomes

- Processes are efficient and align with best practice
- Improvements identified and implementation evident

Project Management

Key responsibilities

- Compliance with Council's Project Management Framework and Gateway process.
- Participate in the assessment of scope of project and identification of strategy for its delivery.
- Contribute to the delivery of projects in accordance with programme, budget and statutory obligations including monitoring and reporting on project performance.
- Liaise with other Council departments and assist in the negotiations and discussion with stakeholders, including landowners, developers in the management of the project.
- Understand and manage or escalate interdependency issues, ensuring integration and coordination of transformation project deliverables.
- Assist with reporting to Council, committees and executive as required to meet project objectives.
- Report and escalate project issues and risks.
- Assist compliance with corporate processes and standards including maintaining appropriate corporate records.

Expected Outcomes

- Milestones reached on time and within budget.
- Accurate monthly reporting delivered on time.

Planning

Key responsibilities

- Prepare or assist in preparing appropriate planning strategy to support project delivery.
- Advise or assist in advising the relevant Council departments (Auckland Plan, Unitary Plan, Operational Plan and Area Plan) on the preparation of Comprehensive Development Plans, Precinct Plans and master plans for the projects.

Process and system improvement

Key responsibilities

- Identify and recommend opportunities for process and systems improvement.
- Review, develop and report on improvement initiatives for all systems and processes relating to specific area of expertise.

Expected Outcomes

- Positive customer feedback received.
- Processes and systems reflect best practice.
- Offer creative and/innovative solutions to deliver challenging projects

Work Excellence

Key Responsibilities

- Effectively carry out work allocated either independently or as a team
- Identify opportunities to contribute to team or business objectives and actively seeks to provide input
- Identify and recommend to relevant parties opportunities for improvement

Expected Outcomes

- Work is completed in a timely manner and to a high standard

- The individual is recognised as a valuable contributor to achieving team and business objectives
- Improvements identified and implementation evident

Relationship Management**Key Responsibilities**

- Develop and maintain effective relationships with internal and external stakeholders
- Manage conflict effectively to ensure a functional professional relationship is maintained

Expected Outcomes

- Productive mutually beneficial relationships are developed and maintained
- Business objectives are met

Customer Service**Key Responsibilities**

- Provide excellent customer service to both internal and external customers

Expected Outcomes

- Auckland Council customer service standards are consistently met
- The reputation of the individual, their immediate team and Auckland Council are enhanced

Professional Development**Key Responsibilities**

- Take responsibility for identifying own learning and development needs
- Take action to communicate these and contributes to identifying relevant support to meet these needs
- Apply learnings to advance professional competence

Expected Outcomes

- Learning and development needs are communicated to line manager
- Learning and development needs are incorporated into Performance Development Plan
- Opportunities to participate in learning activities are proactively undertaken

Organisational obligations**Key Responsibilities**

- Action Auckland Council's good employer obligations including equal employment, biculturalism and diversity policies and practices
- Auckland Council is committed to the principles of the Treaty of Waitangi – partnership, participation and protection – as such, we work with our iwi partners and the wider Māori community to meet their needs and aspirations for the city
- As an employee of the council you are required to understand and demonstrate our organisational behaviours
- As an employee of the council you are required to be associated, as required, with Civil Defence Emergency Management or any exercise that might be organised in relation to this council function
- Promote a safe and healthy workplace by undertaking responsibilities as outlined in Auckland Council's health and safety policy and procedures
- Promote activities and initiatives that assist Auckland Council achieve its vision and mission
- Promote one-organisation initiatives and action these service characteristics
- As an employee of Auckland Council you are required to familiarise yourself with and comply with all organisation policies, including but not limited to, Auckland Council Code of Conduct

Expected Outcomes

- Auckland Council meets its obligations as an employer
 - Auckland Council meets its obligation under the Treaty of Waitangi and the Treaty Settlement Act
 - Understanding and meeting the needs of Māori in the council's internal working environment and in the delivery of services to the Auckland community
 - Act in ways that demonstrate understanding and which embrace our behaviours in your dealings with both your work colleagues and in your interactions, both internal and external.
 - Acts in ways that support an environment of biculturalism, diversity and inclusion in the workplace
 - Obligations under the Māori Responsiveness framework are upheld
 - Auckland Council's reputation is enhanced within the community
 - Health and safety requirements upheld
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Key relationships

Internal:

- Team manager and team
- Council Controlled Organisations; other teams within all divisions of the organisation (CPO, COO, CFO)
- Mentor as assigned to support throughout programme
- Buddy to provide peer support throughout programme
- Graduate Liaison Officers throughout programme

External:

- All external parties as designated by the authorised manager

Type of person suitable for this position

Qualifications

Essential

- A New Zealand accredited tertiary qualification, diploma, degree or higher in a relevant field, specifically planning, resource management, property, urban design, law, project management or construction is desirable.
 - Driver's licence required or alternative way of traveling across the region.
 - Eligible for membership of relevant professional organisation.
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Experience

- No prior work experience required; however, work experience (paid or unpaid) in the following related fields is an advantage.
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Personal Leadership Behaviour – Team Member

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
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General competencies

Essential

- Experience using Microsoft Office applications, particularly Excel and Word
- Understanding of the statutory and policy framework for planning
- Strong verbal and written communication skills
- Good interpersonal skills
- Excellent time management and organisation skills
- Problem solving and decision making skills
- Understanding of Te Tiriti o Waitangi and its relationship to Local Government
- Knowledge of tikanga Māori and an ability to relate with iwi and hapu

Desirable

- Proficiency in Te Reo and an understanding of te Ao Māori
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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.