

Position Description

Position title:

Emergency Management Graduate

Division:

Operations

Department:

Auckland Emergency Management

Unit:

Capability & Public Awareness

Team:

Capability & Public Awareness, Response & Recovery, Resilience

Reports to:

Varied

Direct reports / Indirect reports (number):

Nil

Location:

Auckland Central

Accountabilities of position

Purpose of position:

The Civil Defence Emergency Management Act (2002) (including any subsequent amendments) directs council to take steps to develop and maintain an effective capacity across the four R's (4Rs) – Reduction, Readiness, Response and Recovery as outlined in the national CDEM strategy. These are achieved through an integrated, risk-based approach as part of an agile CDEM structure.

The Emergency Management (EM) Graduate will rotate through key primary units over the course of the two-year programme to provide a holistic overview of competency and public readiness, emergency management operations, welfare and recovery and strategy and planning.

Rotations are set depending on business need and the incumbent's learning and development. Each rotation will include a mix of on the job learning and stretch projects, alongside work allocation typical for the area in which they rotate. The EM graduate is responsible for performing work allocated and contributing to relevant activities and projects as required.

Rotations may be located at different service areas/offices and require travel. Day to day during a rotation may also require some travel to other council buildings, customer premises, and other work sites as required.

The focus areas of this position include, but are not limited to (1) provide a safe Auckland, (2) engage and enable communities, (3) deliver Customer Centric approach and services and (4) make CDEM's size work (maximum delivery at lowest cost to the people of Auckland) working effectively across multi-agency CDEM model in Auckland

High performance behaviours include (1) achieve, (2) develop, (3) collaborate and (4) serve.

Create a coherent linkage with Council's overall work programme to achieve Māori outcomes.

This role may be required to participate in the CDEM on call and stand-by emergency response system and perform emergency response and recovery functions, as necessary.

Rotational teams

Response and Recovery

Key Responsibilities

- Response coordination
- Readiness
- Hazard portfolio management
- Risk assessment and management
- Science and technical advice
- Information Technology
- Public alerting and warning systems
- Exercise programme management
- Welfare management
- Welfare services
- Recovery management
- Business continuity management and planning
- Crisis management
- Shared situational awareness

Across all team rotations

Expected Outcomes

- Effective and timely implementation of any solutions/outcomes.
- Actively monitor and review that the intended solution continues to deliver the required outcomes over time and where needed updates or changes are made to keep it current.
- Development is targeted to the need
- Opportunities to share best practice solutions/outcomes are sought by collaboration with key stakeholders
- Demonstrated initiative in identifying and implementing continuous improvement activities

Resilience

Key Responsibilities

- Resilience and preparedness
- Development of hazards into community-focussed consequences
- Community empowerment
- Community resilience plans
- Business resilience plans
- Engagement strategies
- Local Boards

Capability and Performance

Key Responsibilities

- Volunteer management
- Logistics and supply chain management
- Business improvement and development
- Partnership development
- Training
- Instructional design
- Information management
- Public education (planning) and public capability raising
- CDEM competency framework
- Compliance

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.

- Work collaboratively with the wider Auckland Emergency Management team, agency partners and the Ministry of Civil Defence and Emergency Management.

Expected Outcomes

- Productive mutually beneficial relationships are developed and maintained
 - Business objectives are met
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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
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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.
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Projects Key Responsibilities

- Contribute as an active participant in project teams where applicable
- Provide up-to-date, relevant best-practice input based on studies, where relevant
- Use opportunities to develop and apply technical tools such as GIS, ICT systems, data management systems, to produce innovative and future-ready results

Expected Outcomes

- A valuable contribution is made to project teams through:
 - Offering fresh ideas that encourage innovation
 - Actively listening to others' contributions, seeking clarity to advance own learning or understanding, and applying that learning to wider context.
 - Take on a fair portion of actions to support the achievement of project objectives.
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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 learning to advance professional competence
- Participate in public education programmes and initiatives as required

Expected Outcomes

- Learning and development needs are communicated to line manager
 - Learning and development needs are incorporated into My Time
 - Opportunities to participate in learning activities are proactively undertaken
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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

Key relationships

Internal:

- Cross functional relationships across CDEM
- Mentor and buddy assigned to support throughout programme
- Other Council Units, Departments and CCO's
- All Support staff within council, including volunteers

External:

- Coordinating Executive Group members (CEG)
- CDEM Strategic Partner Agencies (e.g. Police, Fire, St John, Maritime NZ, Coastguard)
- Strategic Stakeholders (e.g. Lifeline Utilities - Vector, Counties Power, Water care, WOSL, Vodafone, Spark, Air New Zealand, ATOC etc.)
- Operations/Control room staff of key stakeholders (e.g. ATOC, Water care, Vector, Counties Power etc.)
- Welfare Partners (e.g. financial services, shelter and accommodation providers, animal welfare, psychosocial support services, insurance etc.)
- Other Key organisations as the situation may dictate

Type of person suitable for this position

Qualifications

- A New Zealand accredited tertiary qualification in a relevant discipline such as: Engineering, disaster management, earth science, community development
 - Coordinated Incident Management System (CIMS) Level 4 is desirable
 - A current and relevant NZ Driver's licence is required or other applicable way of travelling across the region
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Experience

- No prior work experience required; however, participation in risk reduction programmes and/or community work is an advantage.
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General competencies

Essential

- Understanding of Te Tiriti o Waitangi and its relationship to Local Government and the Resource Management Act
- Knowledge of tikanga Māori and an ability to relate with iwi and hapū
- Experience using Microsoft Office suite
- Possess strong verbal and written communication skills
- Excellent time management and organisational skills
- Team player

Desirable

- Current full New Zealand driver's license
 - Proficiency in Te Reo and an understanding of Te Ao Māori
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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
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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.