

Position Description

Position title:

Communication and Change intern- Active Recreation

Division:

Parks Sport and Recreation

Department:

Active Recreation

Reports to:

Business Excellence Manager

Direct reports / Indirect reports (number):

None / none

Location:

Auckland Central – Bledisloe

Accountabilities of position

Purpose of position:

The intern will be based in the Business Excellence Team and participate in key projects over the course of a 3-month programme, to provide a broad range of experience. The programme will include a mix of on-the-job learning and stretch projects, alongside work allocation typical for the areas they are based. The intern is responsible for performing work allocated and contributing to relevant activities and projects as required.

The Intern is responsible for assisting the Active Recreation unit with its change and communications programme that supports a number of transformational projects and initiatives. There will be a change strategy in place and this will guide the communications that will be required to deliver successful changes in to the business.

The type of work the intern will be required to undertake will include:

- Communications support for projects delivering improved technology solutions to staff and customers
- Internal communications to frontline teams
- Supporting other Active Recreation communication needs

Context:

The intern will work alongside Specialists; Heads of Departments and People Leaders to deliver against agreed business objectives. This may also include working with business partners from other departments in council to ensure the messaging is correct and aligned to wider Council strategy.

The department, "Active Recreation" supports Aucklanders to be more active, more often and to "Get Active Your Way" primarily through the provision of 42 Pool and Leisure centres; and by delivering activation opportunities both inside and outside of those facilities.

Key responsibilities

- Helps to compile and distribute messages through the Active Recreation internal channels, ensuring all content is factual, grammatically correct, and follows style and formatting guidelines.
- Supports the strategic goals of the business unit
- Supports staff to be successful by delivering messages on time and in line with the change strategy
- Assists the project teams in delivering internal messaging for its transformational programmes.
- Contributes to various other tasks as required.

Expected Outcomes

- Content is factually correct
- Tasks are completed on time, to a high standard, achieving organisational objectives
- Opportunities for improvement are identified and supported
- Active Recreation teams are assisted in their delivery

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

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

Expected Outcomes

- Make a valuable contribution 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
-

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:

- Team leader and team
- Frontline Active Recreation team leaders
- Buddy to provide peer support throughout programme
- Intern Liaison Officers throughout programme

External:

- All external parties as designated by the authorised manager

Type of person suitable for this position

Qualifications

- In penultimate year of study working towards a New Zealand accredited tertiary qualification in a relevant discipline, such as:
 - Communications, journalism, or related discipline – e.g. English major
-

Experience

- No prior work experience required; *however*, work experience (paid or unpaid) in related field is an advantage.
-

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
-

General competencies

Essential:

- Ability to write quality material for a range of audiences and channels
- 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
- Experience using Microsoft Office applications, particularly Excel and Word
- Possess strong verbal and written communication skills
- Excellent time management and organisation skills
- Excellent inter-personal and relationship management skills
- Experience in the Microsoft Office suite
- Excellent attention to detail
- The ability to work well within a team environment is essential

Desirable:

- Proficiency in Te Reo and an understanding of Te Ao Māori;
 - An interest in local government
 - Online web content publishing experience
-

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.