

Public Facilities, Parks, and Places Officer



Mackenzie
DISTRICT COUNCIL

Position Description

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Position:	Public Facilities, Parks, and Places Officer
Incumbent:	TBC
Reports to:	Public Facilities, Parks, and Places Manager
Location:	Fairlie / Twizel
Department:	Operations and Regulatory Services
Business Unit:	Public Facilities, Parks, and Places
Role Family:	Technical / Expert roles

Customer Relationships:	Who:
➤ External	➤ Suppliers, contractors, consultants and partners ➤ Community Interest Groups ➤ Government Agencies ➤ South Canterbury Funders Forum (member) ➤ Waka Kotahi (NZTA) ➤ Genesis / Meridian ➤ Contractors ➤ Community Members, community groups and other key stakeholders ➤ Council counterparts locally and nationally ➤ Iwi / Papatipu Rūnanga / Mana Whenua
➤ Internal	➤ Chief Executive Officer ➤ Mayor and Elected Members ➤ Executive Leadership Team ➤ Senior Leadership Team ➤ All Business Unit Leaders within the Mackenzie District Council ➤ All other Mackenzie District Council employees

Position Contribution:

The Public Facilities, Parks, and Places Officer will be primarily responsible for developing key relationships with community groups and boards, listen to their aspirations and support these where they align with Council direction; seek funding; perform project management and ensure new assets are maintained appropriately within existing or new contracts. Oversee and supervise contracts which deliver capital or maintenance services.

The role will play a key role in ensuring services are delivered effectively, including Township Services, events, facilities, and supporting infrastructure.

The role is critical for assisting with the delivery of job specific responsibilities in line with the Mackenzie District Council's various Business Unit programs of work.

The Mackenzie District Council is focused on the delivery of best practise and innovation, community driven place making, collaboration and embracing kaitiaki principals in all that it does.

Scope:	Dimensions:
Delegated levels of authority	Refer to MDC Delegations Manual
Span of Control	As delegated by Manager on a needs / efficiency basis Budgets: As Delegated by Manager

Expected Outcomes:	Primary Areas of Responsibilities / Measures:
Community Support	• Be the primary contact for the local community to ensure they have a key council contact to work with and have support in developing facilities and services of significance for them. • Assist in the effective relationships with the Community Boards relating to Public Facilities, Parks, and Places. • Develop plans and designs with community groups, seek funding where appropriate and support them in the implementation of those plans where they align with Council direction. • Assist in the development of local plans, aspirations, and programmes so they can be added into Corporate, Long Term and Annual plans. • Liaise with public and community groups and actively support localism, sustainability, and place-making initiatives.
Delivery of Services	• Ensure that the Council Public Facilities, Parks and Places services are coordinated and delivered effectively in the local area (Fairlie, Takapō / Tekapo and Twizel). • Manage local projects and contractors as delegated including ensuring their ongoing maintenance.

	• Assist in the Management of local events, working closely with the Regulatory, Engineering and Planning Teams as appropriately. • Provide progress reports to the Public Facilities, Parks, and Places Manager on operations and projects. • Work with the Communications Advisor to prepare information to communities on projects and activities underway. Share stories on the work that is being done to better inform and involve our communities. • Assist in the development, implementation, and management of the town maintenance programme in liaison with the Public Facilities, Parks, and Places Manager. • Work with Customer Services on effective ways of resolving enquires and complaints. • Undertake procurement of external services in keeping with Council's procurement policy.
Community Services – Facilities and Services	• Ensure that there is a Mackenzie District wide plan for Public Facilities, Parks and Places services that is consistent with Council's vision and values and ensure that it is implemented effectively. • Assist in the liaison with other organisations as required, e.g., Sport Canterbury, DOC, LINZ, NZTA, IWI on land use issues and activities such as fencing, pest control and provision of services in public areas. • Assist in the liaison with the Community about Council buildings and facilities, such as community centers, public toilets, and pensioner flats. Assist in the management of contractors maintaining and cleaning those facilities. • Assist as required in the operation of both public swimming pools & Twizel Event Centre • Liaise with user groups and lessees of Council facilities and reserves. • Assist in the management of park and reserve areas and cemeteries, e.g., planning and maintaining plantings, managing trees of significance and facilities such as seating and signage, and contractors for maintenance and upgrades. • Assist in the development of plans and implement projects to support tourism activities that align with the Council's vision and values, including cycle ways, responsible camping areas, etc. • Measure the organisations performance and improvement through active participation in benchmark projects and report on the annual results.

Customer Service	• Be proactive in developing and maintaining functional and positive relationships with customers, ensuring all internal and external customers are treated with respect. • Provide a high standard of customer service and contribute to positive service delivery outcomes by taking ownership of assigned tasks, responding to issues, and ensuring commitments are delivered in a timely manner. • Requests for assistance or information are met in a timely and accurate manner. • Works efficiently and effectively to obtain and demonstrate value for money for ratepayers and customers.
Self / Professional Development	• Continue to develop your skills and knowledge and proactively within Public Facilities, Parks, and Places. • Continue to learn about the Mackenzie District Council and contribute district wide, including continually investigating and developing improvements to enhance and provide efficiencies with the Council's revenue systems. • Actively solicit feedback from customers, peers, and your manager about your work performance in order to develop your skills. • Build and maintain professional knowledge of best practice.
Health and Safety	• Demonstrate behaviour that endorses safety as a core value of the business and promotes a positive health and safety culture at Mackenzie District Council. Show authentic commitment to continuous improvement to Health and Safety policies and procedures. • Ensure compliance with responsibilities under the Health and Safety at Work Act (2015) and any amendments. • Ensure that any contractors engaged by the Public Facilities, Parks, and Places business unit are 'Health and Safety Approved' and all activities are undertaken in accordance with Mackenzie District Councils Health and Safety Management system and related procedures. • Actively participate in the hazard identification and risk management process and report all accidents, incidents and near misses in a timely manner through the online reporting system (MackSafe / Assure). • Raise any health and safety related issues or areas of concern with manager or Health, Safety and Wellbeing representative as soon as possible. • Engage in any Health, Safety and Wellbeing related training and complete all applicable course work. • Maintain, update, and disseminate Health and Safety material as may be relevant to their area of work.

	• Regular contribution to Health and Safety discussions within your business unit. • Support and co-operate with the Happy Healthy and Safe Committee and Health and Safety Representatives. • Carry out safety observations, inspections and audits when required. • Ensure compliance with requirements of the Motor Vehicle Policy.
Confidentiality and Record Keeping	• Ensure that all records are saved to the EDRMS. • Ensure that any confidential information that may be acquired, either directly or indirectly, is tagged and classified correctly, and is to be treated appropriately.
Mackenzie District Council Policies, Procedures, Processes and Guidelines	• Understand, be familiar and comply with all Council policies, procedures, processes and guidelines.
Emergency Operations Centre	• Be a willing and active participant in Mackenzie District Council's emergency management activities and responsibilities. • To assist or fulfill roles within the Emergency Operations Centre as and when required.

The key responsibilities described in this document should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of this position.

Key responsibilities may be amended from time to time following consultation. The position holder may also be required to perform duties outside of their normal responsibilities as and when required.

Responsibilities:

Individual day to day responsibilities may vary depending on operational priorities and may include some of the following tasks and areas of work:

- Supervise Township Maintenance Contract.
- Day to day supervision Swimming Pools contract.
- Assist with the reporting to the Fairlie, Twizel and Tekapo Community Boards, including attending meetings, reporting, grants and implementing township projects when required.
- Supervise, cleaning contracts for Fairlie, Takapō / Tekapo and Twizel community halls and council offices).
- Assist in the Peace Avenue Trees – Maintenance, protection, and liaison with NZTA for management.
- Assist in the management of:
 - Reserves (walking tracks, paths, fencing, mowing and maintenance, seating and furniture, plantings and trees, irrigation).
 - River Tracks – Fairlie and Twizel. Township tracks in Takapō / Tekapo and Twizel.
 - Community liaison with Heartlands, Lions, local communities, and interest groups.
 - Local Events – Fairlie, Twizel and Takapō / Tekapo.
 - Alps2Ocean Cycle Trail (all aspects, including implementation of remaining off-roading of the trail).
 - Campervan Dump Stations (maintenance, upgrades, and signage).

- Playgrounds.
 - Cemeteries.
 - Lake Alexandrina and Lake McGregor – liaison with user / interest groups.
 - Tourism – (A2O / freedom camping / rowing).
 - Pensioner Flats in Twizel and Fairlie (including tenant selection, tenant liaison).
 - Statues, Monuments and Plaques, Fairlie town clock. Opihi Gorge Bridge.
 - Rural Halls (Albury, Sherwood, Skipton).
 - Public Trees.
- Effectively manage Ratepayer queries / complaints investigation.

Qualifications, Technical Skills, Knowledge and Ability:

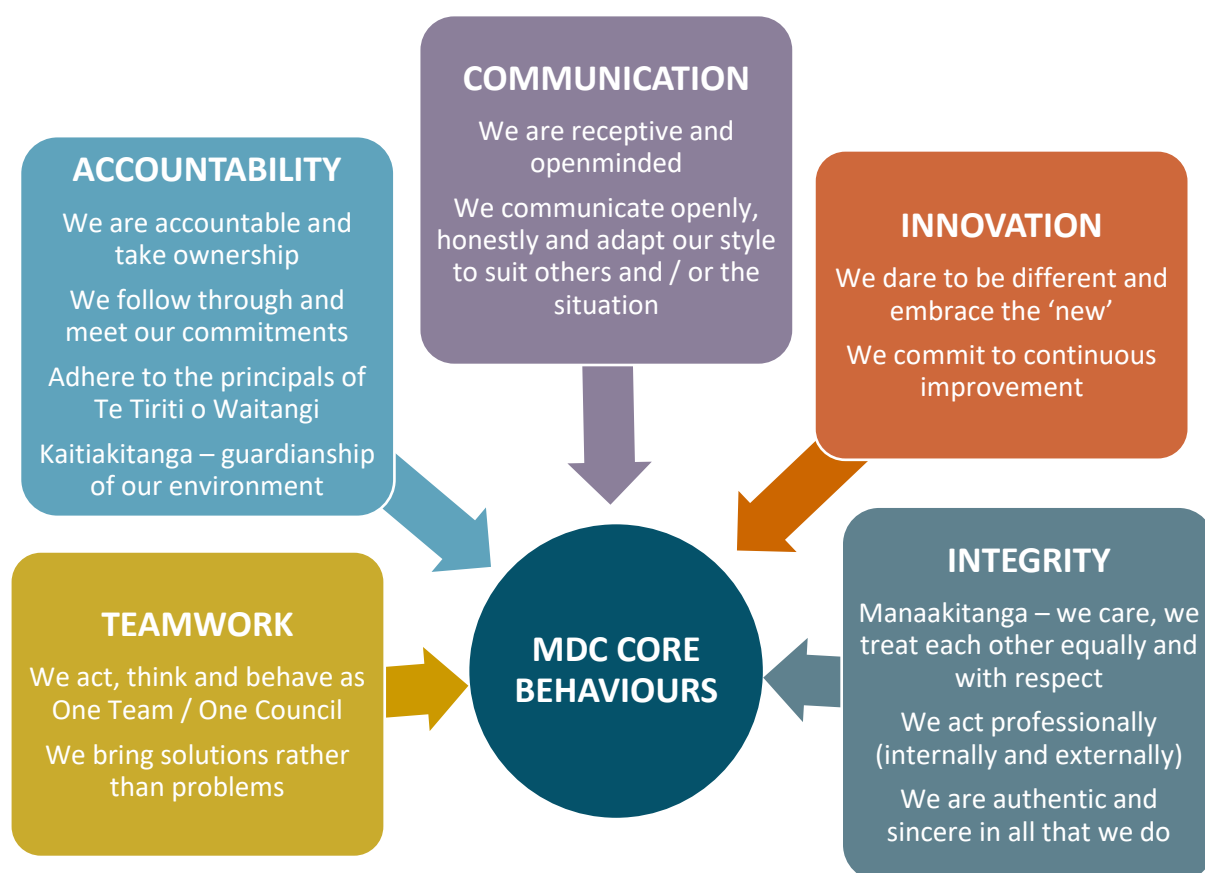
- Tertiary qualification in Parks and Recreation, or similar specialty.
- At least 2 years' experience in a similar role
- Has a demonstrated working knowledge of relevant legislation including the Reserves Act, Burial and Cremations Act, Local Government Act, Litter Act, and relevant regional or national policy statements.
- Experience in managing contracts and budgets.
- Experience liaising and building relationships with community groups, Community Boards, and external agencies while presenting a professional image for the organisation.
- Proven problem-solving abilities with sound decision making skills and professional judgement.
- Full, valid Driver's licence (Class 1).
- Able to perform under high pressure situations, including being well organised, and an ability to plan and prioritise important activities / tasks and meet timeframes.
- Good understanding of effective consultation processes and demonstrated relationship management skills.
- Efficient verbal and written communication skills, including the ability to communicate with a wide range of stakeholders from varying backgrounds.
- Ability to work independently on own projects, as well as work collaboratively on large projects as part of a team.

Our Values:

	<i>Integrity</i> Integrity is essential in local government because it is the cornerstone to build and maintain trust and confidence in public organisations, safeguard the public interest and promote high standards of behaviour.
	<i>Community Focused</i> We believe in being community-focused as this is essential for ensuring that the needs and desires of the community are heard and addressed, building trust and collaboration between the community and local government, promoting economic development, and improving the quality of life for all citizens. We do this by providing better service delivery for higher community satisfaction and increasing trust in government.

	<i>Collaborative</i> Collaboration is important to us at the Mackenzie District Council as it leads to increased productivity, better problem-solving, and improved employee satisfaction. We work with key stakeholders to build trust and develop relationships that lead us to solutions that will leverage the strengths of our Treaty partners and stakeholders.
	<i>Responsive</i> Agility is important to us because it will enable our communities to adapt to changing circumstances and respond quickly to new opportunities. • Faster response times: Ability to respond more quickly to changes in the market, customer needs, and technology. This allows us to stay ahead of the competition and take advantage of new opportunities. • Improved innovation: Agility fosters a culture of learning and systems thinking. • Better customer satisfaction: Delivery of products and services that meet or exceed customer expectations, and higher levels of satisfaction. • Increased efficiency: Optimise processes and resources, reducing waste and increasing efficiency. • Greater resilience: Better equipped to handle unexpected challenges and disruptions, such as natural disasters, cyberattacks, or economic downturns.
	<i>Forward Looking</i> Be forward looking taking a long-term view allows us to anticipate future needs, manage resources effectively, and promote sustainable development for future generations. It also helps to address complex challenges such as climate change, growth. Ensure that we consider the long-term consequences and impacts of threats and opportunities, integrated proactive solutions can be developed.

Our Core Behaviours – Expected of all our Employees (Linked to our Values):



Job Family specific Behaviours:

Achieving Results	Sets challenging goals for oneself that assist with professional and personal development and growth, understands performance expectations, effectively manages own time and resources to ensure tasks and responsibilities are completed effectively, efficiently, safely and to a high standard. <u>Core Behaviours:</u> • Sets performance standards and goals. • Prioritises • Ensures high quality output. • Delivers • Leverages resources • Celebrates successes and achievements
Customer Focus	Understands the customers of MDC and effectively meeting their needs, builds productive customer relationships and takes responsibility for customer satisfaction. <u>Core Behaviours:</u> • Establishes effective relationships. • Clarifies the situation. • Takes action.

	• Ensure customer satisfaction (win / win = public value) • Meets the needs of MDC
Commercial Decision Making	Demonstrates a strong understanding of MDC's strategic goals / vision / values, business strategies, operations and functions; draws from experience and utilises industry information; recognises when further investigation is needed before decisions are made. <u>Core Behaviours:</u> • Applies commercial understanding to maximise results and MDC reputation. • Understands all aspects and functions of MDC. • Understands Local Government • Makes decisions strategically ensuring the impact is considered. • Identify opportunities for the growth of MDC / District and its communities
Knowledge and Information sharing	Actively shares and contributes own knowledge, skills and expertise to develop the knowledge, skills and expertise of others. <u>Core Behaviours:</u> • Identifies opportunities to share knowledge with others. • Ensures understanding. • Offers feedback. • Encourages application of information and knowledge shared
Ongoing Learning and Development	Actively identifies new areas for learning needs to stay up to date and leading edge in area of expertise; regularly creates and takes advantage of learning opportunities; uses newly gained knowledge and skills on the job and learning through their application. <u>Core Behaviours:</u> • Targets learning and development needs. • Seeks learning and / or development activities. • Maximises learning. • Applies knowledge, skills or expertise. • Openness to change and challenge
Teamwork	Identifies opportunities and takes action to build operational and strategic relationships between own area and other areas, teams, business units, or organisations to help achieve both business goals and Council goals. <u>Core Behaviours:</u> • Identifies collaborative opportunities. • Establishes relationships. • Formulates action plans. • Considers the impact of one's actions. • Monitors relationships and progress
Effective and Successful Communication	Recognises one's role in MDC's communication; clearly and succinctly conveys information and ideas to individuals and Council, communicates in a focused, appropriate and effective manner. <u>Core Behaviours:</u> • Takes initiative to share information.

	• Communicates appropriately. • Listens to and comprehends communication from others. • Delivers clear messages. • Communicates in an open, honest and professional manner. • Ensures understanding. • Follows up
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I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Position holder

Date

Reporting Manager

Date