



TaurangaCity

Job description

Title	City Safety and Engagement Officer
Number	102525
Group	Regulatory & Community Services
Division	Community Outcomes & Emergency Mgmt
Reports to	Team Leader: City Partnerships Specialist
Direct reports	N/A
Date	11/04/2024

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to build positive, productive, and proactive working relationships with our city partners and the community, including the business community, mainstreet organisations, NZ Police and social service providers. This role will also focus on building confidence and resilience in our city retail areas through reliable and efficient engagement and support.

Key outcomes

Communities needs and aspirations are met through quality partnerships and engagement	• Actively promote and seek partnership opportunities with our city partners and the community, including the business community, mainstreet organisations, NZ Police and social services providers, to increase community wellbeing and contribute to the achievement of a strong, resilient and vibrant city. • Work collaboratively with other council teams, Police and support agencies to share information and achieve positive results for the city.
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	• Support and implement specific actions from the Safer Communities Action and Investment Plan. • Ensure that the City Vision, strategic framework, City Centre Action and Investment Plan, Safer Communities Action and Investment Plan, Street use and Public Place Bylaw, and the City Centre response Plan, are living documents that are articulated to our stakeholders and community, and demonstrated within the city partnerships work programme. • There is a strong level of trust and engagement within TCC, our city partners, and with relevant external stakeholders and the business community, in particular the Mainstreet areas of City Centre, Greerton, and Mount. • High awareness of emerging trends and issues affecting communities locally, nationally, and internationally and this information is communicated back to all stakeholders in a timely fashion. • Engage and educate on relevant council bylaws and policies using a graduated and positive response model • Engagement is professional, compassionate, empathetic, and respectful, seeking to understand others to adequately assess their needs whilst demonstrating confidence and knowledge.
Collaborative, trusted, sustainable and effective working relationships are developed and maintained.	• Build and strengthen community and city partnerships relating to community safety, crime prevention, resilience, and connectedness. • Our city partners, community partners, and the business community are kept well informed about Council processes and are proactively supported in their dealings with Council, including making submissions to the Annual and Long-Term Plan. • Issues and concerns raised are responded to and/or escalated appropriately. • Effective and collaborative working relationships are developed and maintained with other councils, key agencies, including NZ Police and homelessness providers, the mainstreet organisations, business community stakeholders and local iwi.

	• Good working relationships and collaboration is developed and maintained with internal customers, such as the Community Development team, Bylaws team, TTOC team, Spaces and Places team, Elected Members/Commissioners, Executive team, and the Senior Leadership Team.
Maintain strategic direction with the Tauranga City Council Safer Communities Action and Investment Plan	• Relevant data, research and community information is readily available and utilised for future planning and updating of the Tauranga City Council Safer Communities Action and Investment Plan. • Ensure that the Safer Communities Action and Investment Plan criteria and relevant documents are used as a framework for action in collaboration with the Safe and Resilient Communities Advisor.
Tauranga is an inclusive, welcoming, and equitable city, where all people feel safe, valued and can participate fully in their community.	• In collaboration with the City Safety and Engagement Advisor, an annual work programme is developed and implemented that complements the work of the City Partnerships and Community Development teams and current community needs and aspirations. • Advocate and drive programmes and activities that contribute to an inclusive and safe city. • Proactively share learnings with others both internally and externally to achieve collaborative outcomes. • Monitor and report on graffiti, damage, and other concerns in the Mainstreet areas
Project a friendly and helpful public image as a city ambassador.	• Actively survey the surroundings looking for unusual behaviour. • Complete incident reports, and maintain professional and accurate record-keeping, in relation to incidents and observations, whilst being mindful of relevant privacy policies and procedures. • Be mobile and visible, engaging and helping those that need directions or information about the city. • Focus on areas that are subject to high incidences of crime or nuisance behaviour. • Contribute to the ongoing development of a high performing and competent team.

	• Contribute to the establishment of a strong stakeholder/customer and solutions focused culture. • Contribute to the ongoing pro-active support of health and safety strategies and policies. • Undertake all work activities in a safe manner as defined by policies and procedures. Report any hazards and incidents immediately.
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The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Person specifications

Essential	Desirable
• 5+ years' demonstrated experience in a similar role and/or stakeholder management role. • Experience in negotiation, mediation, de-escalation, and conflict resolution. • Good administration skills, including Microsoft Office Suite (Word, Excel, Outlook, Teams). • Outstanding interpersonal, communication, and engagement skills, with the ability to maintain effective working relationships with a wide variety of internal and external stakeholders. • A solutions-oriented and proactive attitude. • A good understanding of Te Tiriti o Waitangi (the Treaty of Waitangi). • Able to remain calm under pressure and take control of incidents. • Ability to work as part of a team, as well as independently. • Bachelor's Degree in social service, community development, or related discipline (or equivalent experience).	• Experience in local and/or central government. • Experience in the social services sector, or emergency services. • Experience in report writing and administrative tasks.

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Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections