



TaurangaCity

Job description

Title	Head of Office – Manager of the Mayoral Office
Number	103434
Group	Chief Executive
Division	Mayoral Office
Reports to	Chief Executive
Direct reports	Executive Assistant; Engagement & Communications Advisor; Strategic Advisor – all to the Mayor; Senior Advisor – Elected Members & Operations.
Date	November 2025

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 Tauranga City Council, 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

You will act as the key advisor to the Mayor, working closely with the Chief Executive and lead the operation of the Mayoral Office. Acts as the primary coordinator, ensuring the agreed priorities of Elected Members are embedded and are recorded and implemented internally and externally.

Lead the Mayoral Office team, provide generalist support across functions, and be the principal point of escalation into the organisation to resolve issues, unblock barriers, and drive delivery.

The role provides strategic coordination, high-level advice, and trusted connections between governance and management to turn vision into action. It acts as the principal point of escalation to resolve issues, remove barriers, and drive delivery through strong alignment, leadership, and collaboration across Council and the community.

Key outcomes

Leadership and Alignment	• Serve as the Mayor's key advisor on office operations, leadership, and organisational alignment. • Drive delivery of the Mayor's priorities, embedding them into Council activity through coordination with the Chief Executive, ELT and wider organisation. • Translate governance direction into clear operational action. • Maintain high-trust, no-surprises relationships with the Mayor, CE, ELT and Elected Member.
Office Operations and Team Leadership	• Lead the Mayoral Office as a cohesive, high-performing team with clear purpose and rhythm. • Manage daily, weekly, and monthly planning cycles to align activities and priorities. • Provide oversight and guidance across all Mayoral Office functions. • Build a culture of collaboration, flexibility, and mutual support across roles.
Stakeholder & Elected Member Relationships	• Build strong relationships with Councillors and ensure shared priorities remain the focus of the Mayoral Office. • Work closely with CE Support Services, Governance and Communications to integrate the Mayoral Office with the wider organisation. • Represent the Mayoral Office at senior forums and progress actions to conclusion.
Advice & Briefing	• Work closely with the Strategic/Political Advisor to coordinate timely, high-quality advice that balances political insight with operational delivery. • Ensure the Mayor is fully briefed on issues of the day and matters emerging. • Oversee systems for briefing notes, correspondence, diaries and commitments.
Issue Escalation & Delivery	• Act as the principal point of escalation into the organisation on behalf of the Mayor. • Resolve issues, remove barriers and track actions through to delivery.
Governance & Meetings	• Ensure the Mayor is prepared for Council, Committee, workshop and briefing commitments. • Coordinate agendas, papers and follow-ups; ensure clear ownership of actions.
Delegations & Coverage	• Support any deputation of responsibilities to the Deputy Mayor, Councillors or other delegates. • Ensure effective delegation and coverage across the office during leave of absence.

Office-wide Support & Improvement	• Provide generalist oversight and step in across roles when required. • Promote continuous improvement, role clarity and efficient workflows.
Teamwork Expectations	• Set the tone for a collaborative, “one-office” approach where responsibilities are clear, but staff step in for each other when required. • Work closely with the CE and ELT to ensure the Mayoral Office is integrated effectively into the wider organisation.

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
• Relevant tertiary qualification in law, political science, public policy, management, or a related field; or equivalent senior-level experience. • Senior leadership experience in political, executive or governance settings. • 8–10 years in senior advisory/leadership roles within local or central government, or comparable political environments. • Proven ability to drive delivery through complex organisations; leads through influence and coordination. • Advanced judgement, discretion and political acumen. • Strong coordination and problem-solving skills; able to cut through complexity and deliver outcomes. • Excellent written and verbal communication, negotiation and relationship management. • Demonstrated success building and developing high-performing teams; strategic thinking and execution. • Sound knowledge of NZ local-government frameworks: Local Government Act 2002, LGOIMA 1987, Privacy Act 2020, Local Electoral Act 2001, Local Authorities (Members’ Interests) Act 1968, and Standing Orders.

Here to make Tauranga better



WHANAKE TE TAI

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