



## Job Description

<b>Job Title:</b>	Project Manager, National Operations
<b>Portfolio:</b>	National Emergency Management Agency (NEMA)
<b>Reports to:</b>	Team Leader, National Operations
<b>Location:</b>	Wellington/Auckland
<b>Date:</b>	September 2020

## NEMA's role

NEMA provides national leadership to our distributed emergency management system. NEMA's primary focus is on the performance and capability of the emergency management system as a whole, across all hazards and all risks and the 4 Rs of risk reduction, readiness, response and recovery.

## What we do

The primary function of NEMA is to support and enable communities to manage emergencies.

NEMA works with the diverse range of agencies that comprise the emergency management sector, each with different responsibilities and focus, and varying levels of resources and capability. Organisations involved include communities and their local authorities, Civil Defence Emergency Management (CDEM) Groups, central government departments and agencies, emergency services, welfare agencies, lifeline utilities and education providers, researchers, international agencies, and non-government organisations.

NEMA:

- Provides advice to government on emergency management matters.
- Identifies hazards and risks.
- Develops, maintains and evaluates the effectiveness of the emergency management strategic framework.
- Ensures coordination at local, regional, and national levels.
- Promotes emergency management and delivers public awareness about how to prepare for, and what to do in, an emergency.
- Supports emergency management sector capability development, planning and operations, including developing guidelines and standards.
- Monitors and evaluates the performance of the 16 regional CDEM Groups (Groups).
- Maintains and operates the National Crisis Management Centre, including the maintenance of a duty team to staff the Centre, and issue warnings and public information.
- Manages the central government response to, and recovery from emergencies as described in the CDEM Act and National CDEM Plan.

## National Operations

The purpose of the National Operations business unit is to lead the operational systems, arrangements, facilities and infrastructure, capability and capacity of NEMA and New Zealand's emergency management system to be ready for and able to respond effectively to emergencies. National

Operations also has responsibility to manage the National Crisis Management Centre (NCMC) readiness and availability during any emergency response.

## Our Values

### Our DPMC values

Mahia i runga i te rangimārie me te ngākau māhaki

*With a calm mind and a respectful heart we will always get the best results*



NEMA values diversity and inclusion. We want our workforce to reflect the diversity of our communities. We value and respect the contributions of our people with diverse backgrounds, experiences, skills and perspectives. We support flexible ways of working that bring out the best in you.

NEMA recognises the continuing partnership Te Tiriti o Waitangi between Māori and the Crown. We are committed to doing our part to deliver on the Crown's commitments to Māori under Te Tiriti. We strive to actively build te Ao Māori perspectives and capability into our day to day work, values and practices.

## Role Purpose

The purpose of the Project Manager, National Operations is to provide project management in building operational capability for the National Operations business unit, including for the National Crisis Management Centre in Wellington and Auckland.

## Key Accountabilities

Key Accountability Areas:	Performance Indicators
1. Project Management	<ul style="list-style-type: none"><li>• Project Plans, including the NCMC Resilience Project Plan, approved by the relevant project Governance Group and delivered on time and to budget</li><li>• Provide management and oversight of project plan implementation and completion, including budget management and reporting, risk and issue management and status reporting</li><li>• Provide timely advice and support to ensure the effective delivery of work plans and outputs</li><li>• Ensure project documents are complete, current, and stored appropriately</li><li>• Contribute to the development of and maintenance of operational procedures and guidelines for the NCMC facilities</li></ul>

Key Accountability Areas:	Performance Indicators
2. Stakeholder management	<ul style="list-style-type: none"> <li>• Organise and lead/facilitate multi-stakeholder consultations where required</li> <li>• Develop and manage key relationships and liaise with stakeholders, agencies, organisations and regional bodies</li> <li>• Support positive and productive relationships within the project team and with other key stakeholders</li> </ul>
3. Health and safety for self	<ul style="list-style-type: none"> <li>• Takes personal responsibility for keeping free from harm</li> <li>• Follow safe working procedures</li> <li>• Report incidents promptly</li> <li>• Report hazards promptly and suggests appropriate remedies</li> <li>• Knows what to do in the event of an emergency</li> <li>• Co-operates in implementing rehabilitation plans</li> </ul>
4. Emergency Response	<p><b>Duty Team</b> The Project Manager, National Operations may be required to participate at regular intervals on the NEMA duty team roster.</p> <p><b>Emergency</b> In the event of an emergency, the Project Manager, National Operations may be required to assist in the response to and recovery from a national, regional or local emergency, as directed. This may involve work in the National Coordination Centre (NCC) / National Crisis Management Centre (NCMC) or another location, and may include potentially long hours and challenging working conditions, e.g. an emergency could occur at any time of the day or night and may require working shifts and /or working weekends. NEMA will do all in its power to support staff in meeting their work and family responsibilities during an emergency.</p>

## Key Relationships

### **Internal**

Team Leader, National Operations (Line Manager)  
 Manager, National Operations  
 Deputy Chief Executive (NEMA)  
 Senior Leadership Team (NEMA)  
 NEMA staff across all Business Units, notably National Operations, Regional Partnerships (Auckland) and System Capability

### **External**

Host facility staff  
 Parliamentary Services staff  
 Central Agencies Shared Services  
 CDEM Groups  
 Local and Central Government agencies and organisations

## Qualifications/Experience

### *Essential*

- A relevant tertiary qualification or an equivalent body of knowledge and experience
- Significant experience in managing projects to deliver expected outcomes
- Experience in procurement and contract management in a government context
- Ability to identify, manage and minimise risks
- Experience in persuading, influencing, building and maintaining effective collaborative relationships
- Sound technical acumen, in particular with regards to IT and communication systems
- Experience in working in an operational environment and operational decision making.

### *Desirable*

- Knowledge of the machinery of government – local and/or central government
- Experience establishing or operating Emergency Operations Centres or similar
- Knowledge of emergency management systems, processes and planning
- An understanding of hazard risk management
- An understanding of the CDEM Act 2002, the National CDEM Plan, Guide, and supporting plans
- An understanding of the government crisis management model and the national framework for CDEM
- Understanding of the Coordinated Incident management System (CIMS).

## Personal Attributes

- A customer focus, teamwork and collaboration acumen
- Ability to orchestrate multiple activities at the same time to accomplish a goal
- Ability to drive work, separate and combine tasks into an efficient work flow
- Ability to use rigorous logic and methods to solve problems with effective solutions
- High level of judgement with the ability to make effective decisions in complex situations
- Excellent writing, presentation and communication skills
- An ability to self-manage and successfully manage own workload
- An ability to facilitate and coordinate people and project teams effectively
- An ability to work in complex, high pressure environments and deliver high quality work under pressure
- An ability to be flexible in an often changing environment.

## Public Service Introduction

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ō anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kōunga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hāpori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of

Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.

## Health and Safety

NEMA is committed to providing a healthy and safe work environment. All NEMA managers, employees, secondees and consultants to NEMA also have health and safety responsibilities and are expected meet these and contribute to ensuring NEMA is a healthy and safe place to work by:

- (a) Notifying management of any hazards or potential hazards;
- (b) Undertaking work and using equipment as specified in relevant documentation;
- (c) Reporting incidents, injuries and near misses;
- (d) Acting in a safety conscious manner at all times; and
- (e) Supporting NEMA's health and safety initiatives.

In addition to the above, managers and team leaders are responsible for:

- (a) Ensuring that staff are supported in addressing health and safety concerns;
- (b) Ensuring incidents, injuries and near misses are recorded, reported and investigated in a timely manner; and  
Undertaking remedial actions as soon as reasonably practicable.

## Security Requirements

This position requires New Zealand citizenship or Permanent Residence, and the ability to obtain and maintain an internal /national security clearance at Confidential, Secret or higher. You must satisfactorily complete pre-employment checks which will include, but is not limited to, criminal and credit checks.

## Rotation

NEMA requires a workforce that is flexible and able to adapt to meet the rapidly changing scope of government needs and priorities. NEMA also seeks to be an employer that provides development and career opportunities and will work with employees in supporting them to grow and extend their skills, knowledge and abilities.

To achieve this, every employee will have a professional development plan in place. In addition, from time to time NEMA or an employee may propose a transfer to another position within the department where the employee has the relevant skills and experience. Any such transfer would require the agreement of both NEMA and the employee, and would take place on the same terms and conditions of employment, unless both parties otherwise agree.

## Changes to Job Description

Positions in NEMA may change over time as the organisation evolves and changing priorities occur. Therefore, we are committed to maintaining a flexible organisation structure which best enables us to meet changing market and customer needs. Responsibilities for this position may change over time as the job evolves and such change may be initiated as necessary by the manager of this position.