



Job Description

Job Title:	Team Leader, Social & Community Resilience
Portfolio:	National Emergency Management Agency (NEMA)
Reports to:	Manager, Analysis & Planning
Location:	Wellington
Date:	August 2020
Direct Reports:	3

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 resulting from geological (earthquakes, volcanic unrest, landslides, tsunami), meteorological (coastal hazards, floods, severe winds, snow) and infrastructure failure where the NEMA is the lead agency.

Analysis and Planning Unit

The Analysis and Planning business unit is responsible for the research and development of CDEM concepts across hazard risk management, reduction, readiness, response, recovery and resilience. The unit coordinates science and technical advice and the application of research, emergency management planning, the development and maintenance of the strategic framework, guidance and doctrine, recovery management and international engagement. It also has responsibility to manage relationships with partner Departments and agencies at the national level.

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 Team Leader, Social & Community Resilience position is to lead the development and maintenance of social and community resilience planning and arrangements. The Team Leader, Social & Community Resilience is expected to take the lead at the national, and at times international level, in representing the Agency's position in advancing social and community resilience arrangements by actively engaging with relevant stakeholders, especially at strategic or sector-wide levels.

Key Accountabilities

Key Accountability Areas:	Performance Indicators
<p>1. Leadership</p>	<p>People Leadership:</p> <ul style="list-style-type: none"> • Accountable for the successful management of employees; • Develop and maintain positive employee relations; • Establish and lead a high performing team through coaching and mentoring; operating the Department's performance management system effectively; • Support managers to ensure strategically aligned development plans are in place for all staff to maintain and build the intellectual capability of NEMA; • Leading and taking accountability for all team outputs and outcomes; • Provide advanced specialist advice and support to the Regional Emergency Management Advisors and NEMA national programmes. <p>Business Planning:</p> <ul style="list-style-type: none"> • Contribute to the development of strategic objectives, priorities and business plans; • Contribute to the development of Unit objectives, priorities, and business plans; • Lead the development of the team's programme planning; • Seek continuous improvement in the team's performance and effectiveness. <p>Financial Management:</p> <ul style="list-style-type: none"> • Manage programme budgets within defined parameters and ensure efficient and effective use of financial resources. Contribute to the financial performance of NEMA. <p>Risk Management:</p> <ul style="list-style-type: none"> • Identify issues that may have a significant impact on NEMA or its reputation, and assist the manager to develop risk mitigation strategies, ensuring the Manager, and Director are fully informed as appropriate.

Key Accountability Areas:	Performance Indicators
2. Functional Responsibilities	<ul style="list-style-type: none"> • Leads the development and implementation of the Agency's social and community resilience programme; • Leads and manages the development and implementation of the social and community resilience arrangements as outlined in the CDEM Act and National CDEM Plan and Guide, and arrangements therein; • Leads the development of models, frameworks, Director's Guidelines, and other services to support recovery in New Zealand; • Provides strategic and operational leadership to the social and community resilience sectors in meeting legislative requirements for risk reduction, readiness, response and recovery. • Seeks to identify and understand emergency management social and community resilience needs and develop appropriate strategies and practice for addressing those issues and needs. • Monitors and analyses national and international emergency management social and community resilience practice, and ensure NEMA planning, policy, and advice represents best practice; • Provides forward thinking with the ability to identify long term issues and trends and develops appropriate recommendations and strategies for addressing those issues and trends; • Provides advice that is evidence based, future focussed and supports the delivery of the Agency's and government's objectives; • Identifies linkages, overlaps and synergies with other work programmes in the Agency and other government agencies and provides innovative solutions to maximise opportunities to build resilience in New Zealand; • Leads exploration and discussion of ideas to generate options to improve work programme implementation; • Writes complex advice clearly, succinctly, appropriately for audience within the required timeframe; • Identifies longer term and strategic risks to the successful implementation of work programmes; • Provides specialist input into Ministerials, parliamentary questions, briefings, Cabinet papers and other requests for information; • Provides high-quality advice and support which ensures that NEMA and CDEM stakeholders comply with statutory obligations, and provides guidance material to CDEM stakeholders on how statutory obligations and Government decisions should be implemented; • Provides specialist advice and leadership at the national and regional levels to support development of the NEMA and CDEM stakeholder capability for social and community resilience; • Advises on the impact proposed changes in government policy or legislation may have on CDEM work programmes; • Develops and promulgates best practice support systems including codes of practice, standards, structures, frameworks, doctrine, and guidelines that enhance the ability of NEMA and CDEM stakeholders to improve capability and resilience; • Leads the development, maintenance and ongoing management of the team budget.

Key Accountability Areas:	Performance Indicators
3. Stakeholder Management	<ul style="list-style-type: none"> • Manages effective relationships and provides support and advice to CDEM stakeholders and agencies at the national and regional level, especially with regard to matters of social and community resilience; • Initiates, develops and maintains effective strategic relationships with senior staff in other government agencies responsible for programmes that impact on the delivery of the Agency work programme(s); • Champions the coordination of emergency management planning and activities and a culture of continuous improvement across the range of CDEM stakeholders; • Promotes adherence to the CDEM Act, National CDEM Strategy, National CDEM Plan, Guide, supporting plans, and other guidance material; • Represents NEMA and/or Chairs and provides input in national and international working groups/forums and All-of-Government committees as required; • Liaises with international governments and organisations as required; • Represents NEMA and/or New Zealand, to develop best practice, provide high-quality advice and to contribute to capability development in support of international partners as required.
4. Managing and contributing to policy, programmes, projects and planning	<ul style="list-style-type: none"> • Effectively manages allocated programmes, projects and work priorities related for the strategic planning framework, business continuity management, emergency management planning, lifeline utilities and social and community resilience, recovery and any other areas of work. • Contributes to developing consistency, quality of advice, responsiveness and alignment with priorities within NEMA and the wider Department; • Provides strategic advice and support to the Manager, Analysis & Planning through regular, relevant reports on progress, initiatives and issues; • Contributes to the strategy, policy, management, business planning and outcomes of NEMA and the Analysis & Planning Unit; • Provides sound, practical advice and input into strategic policy material developed with National Security Policy during business as usual and during emergencies; • Represents the Manager, Analysis & Planning with internal or external stakeholders as required.

Key Accountability Areas:	Performance Indicators
5. Duty Team	<p>Readiness</p> <ul style="list-style-type: none"> • Attends and participates in NEMA NCC/NCMC training sessions and exercises • Familiarity with and participates in the development of relevant • NEMA NCC/NCMC Standard Operating Procedures • Able to operate relevant NEMA NCC/NCMC systems <p>Response Management</p> <ul style="list-style-type: none"> • Acts on the NEMA duty system • Fulfils an appointed role during NEMA National Coordination Centre (NCC)/ National Crisis Management Centre (NCMC) activations at Modes 2,3 and 4 <p>Duty Team</p> <ul style="list-style-type: none"> • The Team Leader, Social & Community Resilience will be assigned a duty role and participate in the 24/7 duty system. This involves being rostered on from a Monday to a Monday (within a small team) and being available 24/7, in cell coverage within the Wellington Region (for Wellington staff). The Team Leader, Social & Community Resilience will receive full training and will be expected to be on duty every 4-8 weeks (depending on how many people are trained in that particular role). • As part of this responsibility, the Team Leader, Social & Community Resilience will be expected to be ready to access duty equipment (a duty phone, work phone, computer and possibly a satellite phone depending on the role) at all times. As part of this role, the Team Leader, Social & Community Resilience can expect to occasionally be required to respond to events outside of normal working hours to support an emergency response. As part of this requirement, a duty allowance will be paid. <p>Emergency</p> <ul style="list-style-type: none"> • The Team Leader, Social & Community Resilience will also be assigned a functional role in the NEMA NCC/National Crisis Management Centre (for Wellington based staff and selected Auckland based staff) and/or may be deployed to an impacted CDEM Group to provide advice. • NEMA staff are expected to respond to emergencies in either a lead or support capacity across a wide range of hazards. • The Team Leader, Social & Community Resilience will receive full training and will be expected to be able to respond to an emergency event at any time of the day or night in a rostered capacity. Whilst many of the events NEMA support can be managed during business hours, large-scale and complex emergencies (such as the Kaikoura or Christchurch Earthquakes) may require the Agency to operate a 24/7 roster

Key Relationships

Internal

Chief Executive, NEMA
Deputy Chief Executive, NEMA
Manager, Analysis & Planning
Social & Community Resilience team Staff
Planning Team Leader
Recovery Team Leader
Hazard Risk Manager Team Leader
NEMA and other DPMC Staff

External

Government Agencies
Civil Defence Emergency Management (CDEM) Groups
Lifeline utilities and welfare sectors
Science and research organisations
Private sector and NGOs
National Security System lead agencies
National working groups/committees
International partners and committees
Central Agencies Shared Services (CASS)

Qualifications/Experience

Essential

- A tertiary qualification in emergency management or related discipline and experience in finance, planning, or project management, including public sector and/or commercial contexts
- Demonstrated experience in leading the successful delivery of high quality emergency management initiatives at an organisation wide level;
- Experience in leading and chairing multi-agency committees;
- Strong experience in building and maintaining effective relationships across a range of groups and individuals with potentially conflicting interests;
- Advanced level of communication and well developed interpersonal skills including effective negotiation and conflict resolution skills;
- Experience in personnel management;
- Proven experience in emergency management or related area;
- Knowledge of emergency management systems, processes and planning;
- Understanding of the national security system model and the national framework for CDEM sector;
- Understanding of recovery management theory and practices;
- Proven experience in the development of strategic frameworks and advice;
- Experience in developing and implementing functional and operational plans;
- Experience in operational decision making;
- Experience working in complex, high-pressured environments.

Desirable

- A post graduate qualification in emergency management or related discipline OR an equivalent body of knowledge and experience
- Knowledge of the policy processes and machinery of government;
- Knowledge and experience in social & community resilience
- Understanding of recovery
- Understanding of emergency management planning
- Existing relationships within the sector that can be further developed;
- Sound knowledge of the CDEM Act 2002, the National CDEM Strategy CDEM Plan, Guide, and supporting plans;
- Sound technical acumen, in particular with regards to IT and communication systems;

Personal Attributes

- Flexibility of approach/thinking, able to adapt in constantly changing circumstances;
- Excellent interpersonal and relationship management skills and the ability to work professionally with a wide range of people at all levels;
- Exercises sound judgement, organisational and political nous;
- An ability to deliver high quality work output under pressure, to prioritise effectively, to initiate appropriate action to clear obstacles to policies, and be motivated to find solutions;
- Proven collaboration and relationship management skills;
- Ability to manoeuvre through complex organisational and political situations;
- Analytical and problem solving skills;
- High level of judgement with the ability to make effective decisions in complex situations;

- Ability to operate effectively in a high stress environment and effectively deliver high quality work output under pressure;
- Ability to translate policy or doctrine for CDEM stakeholders;
- Excellent written and verbal communication skills;
- Effective project management skills;
- Effective change management skills;
- Ability to translate technical knowledge and concepts into practice;
- Strong facilitation, coordination and presentation skills.

Specialist Competencies

Proven management and leadership abilities

Must be able to:

- Manage and motivate a team of highly skilled staff effectively;
- Appropriately influence decision makers within other organisations;
- Handle diplomatically and professionally a range of roles and relationships;
- Demonstrate strategic planning and financial management skills;
- Develop and maintain an environment of team work and commitment to excellences

Highest levels of professionalism and integrity

Must be able to:

- display excellence in self-management: able to successfully manage own workload, set priorities and operate effectively under pressure;
- demonstrate flexibility in an often changing environment;
- display the highest standards of personal conduct, honesty and integrity;
- demonstrate the highest standards of discretion and judgement, given the level of access to classified information;
- build the trust and confidence of all the key players in this sector.

Public Service Introduction

Mahi t p ai ng Kaimahi T matanui e whai tikanga ai te noho a ng t ngata o Aotearoa. Hei t te Public Service Act ko te p take o ng Kaimahi K wanatanga, ko te tautoko i te k wanatanga whai ture me te k wanatanga manapori; ko te whina i te K wanatanga o te w nei me anamata ki te whakawhanake, ki te whakatinana hoki i r tou kaupapa here; ko te tuku i ng ratonga t matanui e nui ana te kounga, e nahanaha ana an hoki; ko te tautoko i te K wanatanga e t roa ai te whai oranga o te marea; ko te huawaere i te whai w hitanga o te kirirarau ki te ao t matanui me te whakatutuki i ng mahi i runga i t te ture i whakahau ai. E hiranga ana te w hi ki a m tou ki te tautoko i te Karauna i ana hononga ki ng iwi M ori i raro i te Tiriti o Waitangi. Ahakoa he nui ng momo t ranga mahi, e tapatahi ana ng kaimahi t matanui i roto i te whakaaro nui ki te h pai i ng hapori, ka mutu, e arahina ana m tou mahi e ng m t pono matua me ng uara o ng Kaimahi T matanui.

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 M ori 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 a national security clearance at 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. Changes to job description will be discussed with employees as part of this process.