



Position Description

Position Title: Customer Engagement Manager

Tenure/Hours: Permanent Full Time
8 hours per day, Monday to Friday
On call for emergency operations

Position Summary: This role is responsible for providing customer centric and focused leadership to support a successful transition to a fully integrated services delivery model that brings together customer services, i-SITE, and library functions. It ensures consistency in the delivery of frontline customer services, administrative tasks, and operational support through the development of a unified and multiskilled team. The role leads services planning and delivery decision making for i-SITE and customer services and works in consultation with the District Librarian to ensure library service delivery planning is fit for purpose. In addition, the role fosters a high-performance team culture, supports staff development, manages daily operations, and drives continuous improvement initiatives.



COUNCIL MISSION

In partnership with tangata whenua and our communities, we will innovate and collaborate to enable a range of opportunities for the Tararua District.

Mā te mahi tahi mātou o kaunihera ki ngā tangata whenua, ka auaha aheinga mō tātou katoa o te rohe o Tamaki-nui-a-Rua



DISTRICT VISION

Vibrant, connected communities where our land and waters are nurtured and our people flourish.

Mā te whenua, mā te waiora tatou e ora ai hei hapori ngangahau hei hapori honohono hoki.

What you will do

- Provide effective leadership to a diverse team, ensuring they develop and achieve individual and team goals in alignment with Council's values.
- Provide effective performance management by setting clear expectations, regularly reviewing performance, offering feedback, and identifying development opportunities to support staff growth.
- Lead by example as a motivator and champion of delivering a quality customer experience across Council.
- Champion a culture of continuous improvement in customer service delivery, promoting innovative and customer-focused initiatives.
- Effectively manage and adapt to change, providing positive communication and guidance to ensure team knowledge and capability are maintained.
- Undertake service planning and delivery for all integrated services operations, ensuring efficiency and alignment with strategic objectives.
- Ensure the District Librarian and other specialist library roles are involved and actively contributing to the planning and delivery of specific library services, including both strategic and operational aspects.
- Contribute to corporate planning processes, including monitoring and reporting on service performance measures.
- Develop and maintain effective working relationships between the customer representative team, internal departments, and external stakeholders.
- Maintain comprehensive knowledge of services, activities, and functions handled by the Customer Services and Libraries and to provide effective oversight and support.
- Work collaboratively to develop, implement, and review policies, practices, and procedures with a focus on enhancing service delivery and alignment with plans.

- Prepare and manage assigned budgets, ensuring expenditure is accurately tracked and reported.
- Work closely with the District Librarian to ensure financial planning and monitoring for library services are managed in a timely and appropriate manner.
- Manage the i-SITE in order to maintain the required i-SITE standards to meet the criteria of i-SITE New Zealand.
- Integrate Māori perspectives and values into operational planning, processes, and project delivery to enhance service outcomes.
- Work closely with the District Librarian and Customer Engagement Coordinator to ensure alignment between operational delivery and library service standards, including programming, collection access, and physical space use.
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What you will bring

Required

This role requires the following knowledge, experience, qualifications, skills, and personal attributes.

- Strong leadership and people management skills.
- Experience managing service planning and delivery across multiple functions or sites.
- Excellent communication and interpersonal skills.
- Strong understanding of customer service principles and best practices.
- Knowledge of local government services and operating environment.
- Innovative mindset with a continuous improvement focus.
- Demonstrated experience collaborating with Māori stakeholders or applying cultural practices.

Desired

In addition to the required fields, there is also a number of competencies where an expert level of knowledge/experience is desired.

- A relevant tertiary qualification in business management, public administration, library studies, or a related field (preferred).
- Leadership or management certification.
- High-level analytical and reporting skills.
- Experience with corporate planning processes, performance reporting, and data-driven decision-making.

Our Values

PONO

Integrity through transparency, trust and accountability

Integrity through standing up for what's right

Integrity through respect for our communities, environment and cultures



WHANAUNGATANGA

One team who unites behind a shared vision

One team who is respectful and considerate to all

One team who encourages each other to succeed and excel



WHANAKE

We will continue to evolve, adapting to our ever-changing environment

We will continue to evolve, steering our waka in the right direction

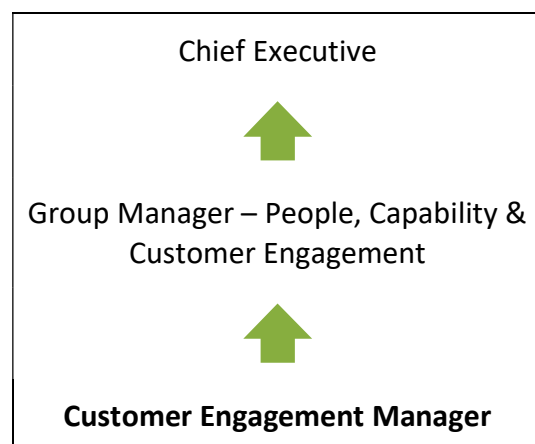
We will continue to evolve, leading our communities into a better future



What we all do

- Adhere to Council policies and procedures
- Demonstrate a proactive commitment to a safe working environment to meet the requirements as set under the Health and Safety in Work Act 2015.
- Uphold the principles of Te Tiriti o Waitangi, commit to our partnerships with mana whenua and increase our knowledge of te ao Māori, te reo Māori and tikanga Māori
- Act as an ambassador for our Council, living the council values
- Attend training as required to maintain the necessary skills to fulfil the requirements of the position
- Undertake Performance Development tasks/responsibilities as identified in your Performance Development Plan.
- Participate in and undertake emergency management duties as required, including training
- Ensure all Council documents are filed in Council's Records Management System
- Participate and contribute to continuous improvement initiatives

Your reporting lines



Additional Information

Delegations

Number of people reporting to the role	16
Financial delegation	\$50,000
Contract delegation	\$20,000
Statutory delegation	As per the statutory Delegations Register

Role Acceptance

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of the position. This Position Description will be reviewed as part of the preparation for performance planning and professional development for the annual cycle. A review in job size and possible impact on remuneration structure of the position will only be considered where the change of position is significant (guideline: significant would typically involve a 25% change in the complexity or accountability of the role.)

Approved: (Manager/Supervisor)

Date:

Agreed: (Staff Member)

Date: