



SHAPING AN
AWESOME
HAMILTON

INFRASTRUCTURE STAKEHOLDER ADVISOR

GROUP - INFRASTRUCTURE AND ASSETS

WHY WE ARE HERE

To improve the well-being of Hamiltonians, we need to become the leading community-focused Council, so Hamilton's full potential can be unlocked – making it the best place to live.

The following values - *kia urutau*/adaptability, *kia ngaawari*/simplicity, *kotahitanga*/inclusiveness, *kaitiakitanga*/guardianship, and *kia manawanui*/ambition are what make our thinking and mindset unique to Hamilton, so we need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance. Our people are at the heart of everything we do.

WHY THIS ROLE EXISTS

This position sits within the Infrastructure and Assets group. The purpose of this group is to plan, build, operate, and maintain quality assets and infrastructure.



Approved	Date - 7 June 2024
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WHAT YOU WILL DO

Reporting to the Infrastructure and Assets Customer Experience Lead, the Infrastructure Stakeholder Advisor will support the Infrastructure and Assets Group in its project delivery through proactive, constructive and timely engagement with internal and external stakeholders, including members of the community. This is to ensure that key project information is relevant, informative and reaches the right people, with feedback received fully considered by project teams. These roles prioritise having a community presence for the Infrastructure and Assets group.

The role will support programme and project delivery by building strong relationships with the community and stakeholders to support our mission to be the leading community-focused Council.

Reports to	Customer Experience Team Leader
Responsible for (total number of staff)	N/A
Delegation	N/A
Budget	N/A

KEY OUTCOMES

Some of the **key outcomes** for this role include:

- Provide advice and insights to support the Communications Team on plans, events, media releases, and stakeholder updates within the agreed timeframes.
- Lead the execution of community engagement initiatives such as letter drops, drop-in sessions and community events.
- Analyse community feedback and bring key feedback to the attention of project teams in a timely manner.
- Address difficult, complex and politically sensitive community issues.
- Work with project leads to ensure report writing reflects community feedback and provides relevant information to inform decision making.
- Influence programmes to be proactive, constructive and timely with engagement and consultation.
- Have a deep understanding of the Group’s activities to align programmes and projects between teams and across the wider council and community.

- Work with senior staff across the group to respond to LGOMIA’s, complaints and elected member queries.
- Advise external and internal customers as part of a team and achieve specified performance standards.
- Provide an excellent customer experience and support the group and unit strategy to have a community-focused mindset and get the best outcomes for Hamiltonians.
- Provide support and mentorship to the Infrastructure Customer Officers, and work closely with the Senior Infrastructure Customer Officer to ensure effective communication and efficiencies within the team.
- Improve work processes and systems.
- Participate in health and safety relating to the position activities.
- Contribute to special projects as required.
- Participate in Civil Defence emergency events and training if required.
- Commitment to the principles of the Treaty of Waitangi.

HOW YOU WILL DO THIS

Our team culture is critical to our success. It’s vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

Contribute to an environment that encourages the team and unit to live by the Vision, Purpose, Mission, and Values of the organisation.

YOUR MINDSET, SKILLS KNOWLEDGE, AND EXPERIENCE

You actively work at being the ‘best version of you’ and your mindset and behaviours have a positive impact on others.

YOU BRING TO THE ROLE

- Bachelor’s degree in a relevant field e.g. management, public relations, communications.
- 10+ years’ experience in a customer-centric working environment.
- An understanding and/or experience with infrastructure programmes and projects focused on maintenance, renewals or network improvements.
- Previous experience in managing multiple projects.
- Previous experience in stakeholder management.
- Strong verbal and written communication skills to communicate effectively and confidently with a wide range of people.

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- Ability to cope with ambiguity and rapid change.
- Strong interpersonal skills to be able to develop relationships with a wide range of people, internally and externally, including members of the public.
- Strategic thinking and critical analysis skills with confidence and ability to show initiative and make good decisions.
- Flexibility, initiative, and an ability to remain calm under pressure.
- Proficiency with MS Office (Word, Excel and PowerPoint).
- Experience working in Local Government or other public sector agency.

NOTE: This position description is a broad outline of the key activities and responsibilities for this position. Key responsibilities may vary from time to time, at the request of the General Manager to accommodate the operational needs of the Group.