



SHAPING AN
AWESOME
HAMILTON

Research & Insights Advisor

Partnerships, Communication and Māori

About us

Our purpose is to improve the wellbeing of Hamiltonians. To fulfil our purpose, we need to become the leading community-focused Council, so that Hamilton's full potential can be unlocked – making it the best place to live.

Our staff are at the heart of everything we do. We value *kia urutau* (adaptability), *kia ngaawari* (simplicity), *kotahitanga* (inclusiveness), *kaitiakitanga* (guardianship), and *kia manawanui* (ambition). These values drive the way we think about how we do our work to stay true to our purpose. We need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance.

About the position

This position sits within the **Partnerships, Communication and Māori group**. This group partners and engages with Māori and our community. Read on to find out more about the role.

What you will do

In this role, you will:

- Be responsible for the delivery of insight from community engagement, and the development and maintenance of community insight standards.

Reports to	Communication and Engagement Manager
Responsible for (total number of staff)	Nil
Delegation	\$0.00
Budget	\$0.00

Key responsibilities

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

- Promotes the use of community surveys to identify insights to provide understanding of our customers, community and stakeholders views and perceptions.
- Work with the business owner and engagement advisor to develop the research approach for each community survey including advice on the most appropriate platform for the survey.
- Contributes to community engagement research using a range of tools and platforms.
- Analyses engagement research results and provides a comprehensive insights report for the business owner.
- Ensures interactive dashboards (demographic and survey results) are updated as required to provide insights to the organisations.

- Ensures the insights from metrics collected in community wellbeing surveys are shared on Councils platforms.
- Supports the growth and use of the community research panel.
- Contributes to ongoing collection of customer voice data through the 'how did we do' surveys.
- Contribute to special projects as required.

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.

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

- Degree or similar qualification in a related field.
- Minimum of 1 year experience in a Research and Insights role or similar.
- Demonstrated ability to work with stakeholders.
- Highly developed interpersonal and communication skills with the ability to work effectively with a diverse range of stakeholders (both internal and external).
- Strong project management skills including ability to drive multiple end-to-end projects simultaneously.
- Refined written communication and oral presentation skills.

- Knowledge of Local Government environment preferred.

Health, safety and wellbeing

All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing programmes and initiatives as required.

Civil Defence

Completes Civil Defence training and participates in events as required.

Note: *This position description is a broad outline of the key activities and responsibilities for this role. Key responsibilities may vary from time-to-time, at the request of the manager, to accommodate the operational needs of the team.*