

Palmerston North City Council Job Profile



Position Title	Central Energy Trust Wildbase Recovery Support Officer
Reporting to	Central Energy Trust Wildbase Recovery Facility Manager
Unit	Community
Date last updated	July 2019

Values

We are committed to fostering an environment where our values of Trust, Worth, Service, and Transformation form the cornerstones of our interactions with each other and the city we serve. We believe it is essential to treat each other with respect and dignity, take responsibility for own actions, and have a positive, friendly, and professional approach.

Context

The Community unit is comprised of four divisions: Libraries, Community Development, Housing and Central Energy Trust (CET) Wildbase Recovery Centre. Although each division has a differing focus, all support the enhancement of community wellbeing underpinned by the nationally recognised guiding principles of community-led development:

- shared local visions or goals drive action and change
- use existing strengths and assets
- many people and groups working together
- building diverse and collaborative local leadership
- adaptable planning and action informed by outcomes.

Combined, the unit provides opportunities for people to connect, learn, share, create, collaborate and experience through access to innovative services and facilities such as the Libraries, Youth Space and the CET Wildbase Recovery Centre. Alongside strategic and community partners, the unit also has a role for supporting the capacity and capability of the community and cultural sectors; and the tenancy management for Council's substantial housing portfolio.

CET Wildbase Recovery provides shelter and world-class care for native wildlife to rehabilitate after treatment at Massey University's Wildbase Hospital. The centre uses this process as an opportunity to inspire youth through our education programmes and strengthen the conservation work occurring across New Zealand by providing a unique insight to the journey of these animals.

Main Purpose

To provide general support and assistance to the CET Wildbase Recovery Division, to help achieve the goals, objectives and targets for this division. Support includes, but is not limited to, delivery of educational programmes and assistance with volunteers.

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Key Areas of Responsibility

- Support the facility manager in volunteer coordination through ensuring that volunteers can contribute effectively and are supported during their time with CET Wildbase Recovery;
- Support volunteers assisting with education programmes to ensure that the volunteers contribute to providing a fun, safe and interactive space for visitors;
- Contribute to and support the delivery of te reo education programmes through the provision of ideas, content, or delivery;
- Deliver education programmes in the absence of the Central Energy Trust Wildbase Recovery Education and Programmes Officer ensuring that we continue to meet and exceed service delivery standards;
- Support the delivery of quality visitor experience outcomes through the provision of best practice customer service;
- Load social media posts as required, to market and promote events, programmes and general CET Wildbase Recovery information to the public;
- Act in a sole charge capacity in the absence of other CET Wildbase Recovery staff. This includes overseeing volunteers ensuring open lines of communication, allocation of tasks and that PNCC meets its obligations for health and safety.

***Please note:** Key areas of responsibility are likely to develop and change over the course of an employee's tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. The annual Performance, Planning and Evaluation (PPE) will supersede this job description. In addition, employees may be asked to do tasks outside of this description as and when required.*

Risk Management accountabilities for all employees

- **Council Policies and Procedures:** Ensure self and team comply with applicable council policies and procedures.
- **Environmental:** Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws and council policies. Promote the proactive management of environmental issues associated with conducting business.
- **Health & Safety:** Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly)
- **Employment Legislation:** Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

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Key Relationships

Internal:

- Volunteers
- Massey University veterinary science (Wildbase) staff and students as these people occupy and carry out critical elements of the vision within the facility that is Central Energy Trust Wildbase Recovery.

External:

- Draw as necessary on the expertise of key partners Massey University veterinary science staff and students, Rangitāne o Manawatū, Department of Conservation and other stakeholder groups;
- Educational sector in Palmerston North and Manawatu area;
- Agencies, cultural groups, clubs etc. whose support will encourage the proper use and development of Wildbase.

Typical knowledge, skills, and attributes:

Knowledge (*qualifications and experience*)

- Experience working within visitor or customer focused facilities / organisations;
- A background in education would be preferred but is not essential;
- Experience delivering education programmes would be an advantage.
- Proficient in Tikanga Māori and Te Reo

Skills and Attributes

- Enthusiasm for the principles that guide Wildbase, particularly in the area of conservation and introducing the young to our natural environment;
- Ability to relate to and build rapport with people of different ages and backgrounds;
- Is friendly, approachable, and brings energy and enthusiasm to the workplace
- High degree of initiative
- Proactive in resolving problems
- Positive, flexible and adaptable attitude
- Ability to contribute to a positive and productive team environment
- Is comfortable presenting information to groups of people of various sizes and compositions.
- The ability to apply pragmatic thinking

Remuneration

- This role is graded at **GP4** on the Council's remuneration system, i.e. between **\$44,596** (85%) and **\$52,466** (100%) depending on the Manager's assessment of the skills/experience of the jobholder and any other relevant factors.
- In addition, a benefit entitlement of 2.5% of base salary is available.

Hours of Work

The days/hours for this position are Saturday – 8 hours, Sunday – 8 hours and 4 hours on either a Monday or Friday (to be agreed with the successful candidate).

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Due to the nature of the Central Energy Trust Wildbase Recovery Centre it may be necessary to have staff working on public holidays. The successful candidate may be required to work on a public holiday when the public holiday would otherwise be a working day.

Other

The position may be called to work outside normal working hours in the event of a Civil Defence emergency or exercise. The job holder will be expected to participate fully in training provided for this and any other Unit activities.

Competencies

Core	
Service	<ul style="list-style-type: none"> ▪ Recognises the diversity of customers, and adapts approach and style to meet their needs ▪ Offers customers a range of solutions to problems ▪ Demonstrates commitment to delivery of agreed solutions ▪ Delivers and follows up on solutions ▪ Seeks and gives feedback from customers ▪ Looks for where improvements can be made to systems and processes
Communication	<ul style="list-style-type: none"> ▪ Clearly communicates messages in a clear and concise manner ▪ Uses the most effective method and style of communication for the target group and the situation ▪ Uses active listening techniques including reflection and paraphrasing ▪ Shares ideas appropriately ▪ Recognises and minimises barriers to communication
Business ethics	<ul style="list-style-type: none"> ▪ Demonstrates integrity, honesty, and commitment ▪ Acts ethically in all dealings ▪ Is equitable and ethical in the treatment of others ▪ Is prudent in financial dealings
Information Technology	<ul style="list-style-type: none"> ▪ Has an appropriate level of skill in computer software relevant to the requirements of the role. Is confident to try new software ▪ Looks for ways to improve efficiency through the use of technology - takes advantage of technology to achieve goals
Role specific	
Team Work	<ul style="list-style-type: none"> • Is an active and contributing team player • Models the standards for teams and team work • Understands team dynamics
Relationship Building	<ul style="list-style-type: none"> • Develops and maintains networks of key stakeholders • Understands stakeholders' views and why they are held • Develops a network of industry / staff contacts to keep abreast of latest ideas and concepts • Demonstrates sensitivity to other groups and values diversity • Delivers on commitments

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Organisational Achievement	<ul style="list-style-type: none">• Proactively plans work• Plans and utilises resources in the most effective and efficient way• Ensure action is aligned with the vision and direction of the organisation• Makes appropriate decisions, taking into consideration impacts and risks• Delivers on agreed goals• Monitors and takes appropriate action to ensure goals and outputs are achieved• Reports regularly on progress
Professional Skills	<ul style="list-style-type: none">• Has developed a body of relevant and current professional knowledge reflected by an appropriate qualification• Knowledge of relevant legislation• Demonstrates a commitment to regularly updating and extending knowledge base and relevant skills (takes opportunities for professional development)• Membership / be working towards membership of a professional body (if relevant)• Practical experience in the field over a number of years; familiar with all facets of the profession required by PNCC