

Palmerston North City Council Job Profile



Position Title	Emergency Management Officer
Reporting to	Manager – Emergency Management
Unit	Customer
Date last updated	December 2019

Values and Principles

Our principles of being inclusive, ambitious, enabling, open, bold and guardians support goals that enable a new vision for Palmerston North: *small city benefits, big city ambition*. Our current values are evolving under a transformation programme to reflect this aspiration for the city to reach its potential and capitalise on its strengths. We believe it is essential to be a leader, treat each other with respect and dignity, take responsibility for our own actions, and have a positive, friendly and professional approach.

Context

The Customer Unit is responsible for a wide range of Customer, Community and Regulatory Services. These services include Business Support, Building Services, Planning, Environmental Protection, Contact Centre, Library, Community Development, Community Housing, Wildbase Recovery Centre, Risk, and Emergency Management.

Main Purpose

The main purpose of this role is to proactively assist with the delivery of Civil Defence and Emergency Management (CDEM) services, in a business-like manner to internal and external clients in accordance with the terms of the various agreements.

Key Areas of Responsibility

Emergency Management Officers work across a range of responsibilities. The key responsibilities are allocated according to team needs, and include the following:

- Assist with business continuity and risk management within Palmerston North City Council.
- Develop and deliver training and information presentations to community groups on CDEM awareness and preparedness.
- Initiate and/or assist with publicity, displays, demonstrations and other activities that relate to the overall goals of the Emergency Management Section.
- Assist with the preparation of reports and presentations to the CDEM sector, and the Emergency Management Committee.
- Train and maintain allocated CDEM section and their volunteers, to ensure that they perform effectively during exercises or emergencies in accordance with the Palmerston North City Civil Defence and Emergency Management plan.
- Provide Professional advice on CDEM matters.
- As rostered act as the Civil Defence and Emergency Management contact officer for the city.
- Co-ordinate resources of council, including equipment and specialist personnel, to assist external response agencies including NZ Police, Fire and Emergency New Zealand in addition to other units of Council.

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- On request of the authority that has statutory obligations, co-ordinate Council's first response to any hazardous spill/leak incidents within the Palmerston North City area.
- Assist with co-ordination, maintenance, replacement, issue and accounting for section and other designated council equipment and resources.
- Have a working knowledge of the Occupational Health and Safety legislation and implications on the emergency management training the section provides.
- Assist with the preparation of emergency evacuation and building safety plans for Council buildings, business organisations, residential care homes and educational institutions so that they meet their statutory obligations.
- Assist with response and recovery strategy development.

***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.

Key Relationships

Internal:

- All Council Units and staff

External:

- Other National, Regional and Territorial CDEM staff
- Non-Government Organisations, Government Organisations, Community and special interest groups including emergency services.

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Typical knowledge, skills, and attributes:

Knowledge (qualifications and experience)

- A tertiary qualification in emergency or business management or related field would be desirable.
- Strong operational and practical emergency management skills
- Experience in teaching theory and practical skills is preferable
- A driver’s licence is essential (Class 1 and 2 - no restrictions).
- Computer literate – must be able to use Microsoft Office package including Outlook, Word and Excel to an intermediate level (minimum) and experience in Office 365 would be beneficial
- Experience in training design, development and training delivery.
- A sound understanding of the Civil Defence and Emergency Management Act, Health and Safety at Work Act and regulations.

Skills and Attributes

- An ability to organise, set priorities and deal effectively with a variety of assignments.
- Can communicate effectively and is comfortable presenting to internal and external groups
- The ability to deal with conflict situations and the associated stress.
- Competent public speaker.
- High degree of initiative with the ability to work autonomously with minimal supervision
- Competent financial management skills
- The ability to work constructively alongside colleagues in a team environment.
- Ability to make appropriate decisions taking into consideration impacts and risk

Remuneration

- This role is graded at **GP5** on the Council’s remuneration system, i.e. between **\$54,930** (85%) and **\$64,623** (100%), exclusive of KiwiSaver employer contributions, depending on the Manager’s assessment of the skills/experience of the jobholder and any other relevant factors.
- A benefit entitlement of **3%** of base salary is available.
- Additionally, an allowance will be given due to the requirement of being on stand-by, of approximately \$2,500 annually

Hours of Work

This position is 40 hours per week, Monday to Friday. In addition, the successful applicant will be required to be on-call for one week out of every five weeks.

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

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	<ul style="list-style-type: none"> ▪ 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	
Technical Skills	<ul style="list-style-type: none"> ▪ Able to focus on the technical skills an individual requires, understands legal requirements and has the ability to update and expand current knowledge base.
Organisation achievement	<ul style="list-style-type: none"> ▪ Plans work and utilises resources. Understands the organisation's vision and aligns work to its meaning. Makes decisions and has the ability to identify and act on risks. Achieves own goals and helps others achieve theirs. Reports on progress.
Relationship building	<ul style="list-style-type: none"> ▪ Works to build and maintain strong relationships with key stakeholders in order to achieve Council and City related goals.
Teamwork	<ul style="list-style-type: none"> ▪ Is an active team member who contributes to a positive team environment.