

Palmerston North City Council Job Profile



Position Title	Central Energy Trust Wildbase Recovery Education and Programmes Officer
Reporting to	Central Energy Trust Wildbase Recovery Centre Manager
Unit	Community
Date last updated	December 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 our own actions, and have a positive, friendly, and professional approach.

Context

Community creates opportunities for individual and community wellbeing, development, and engagement by providing comprehensive resources, expertise, services and communication with our community.

Key strategic outcomes of this Unit include providing communities with access to information, ideas and works of the imagination; support for lifelong learning; enabling online access to the digital world; community engagement and participation; sustainable funding and service delivery; development of staff and organisational capacity.

Main Purpose

Develop and deliver Central Energy Trust Wildbase Recovery education resources and programmes in an effective manner to provide not only an educational experience, but also instil a sense of community pride in the facility; working with Council's Communications and Marketing unit to create and implement an effective marketing plan for Wildbase.

Responsibility for Managing Staff

This position has no responsibility for managing staff, but will work alongside CET Wildbase Recovery Support Officers to deliver educational programmes and assist with the supervision of volunteers as required to deliver visitor programmes— *refer to Key Areas of Responsibility below.*

Key Areas of Responsibility

- Support the leadership, development and management of the operation of the Central Energy Trust Wildbase Recovery educational facility programme to promote the transfer of skills and understandings across learning areas;
 - Develop educational programmes that complement and enrich learning in keeping with The New Zealand School Curriculum;
 - Develop programmes and resource content suitable for a wide range of community sectors; to support learning and understanding of Wildbase activities;

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- Develop programmes in the most cost-effective manner possible.
- Champion a culture of educational excellence through offering opportunities that have a positive impact on the communities of Palmerston North, Manawatu and wider New Zealand through online opportunities;
- Develop key promotion and education content with assistance from with Massey University Wildbase staff;
- Develop imagery and content for use on a range of media such as social media, websites and centre display panels;
- Promote and schedule school and other visits ensuring that all enquiries are responded to within the appropriate timeframes, accurate records and details are recorded, and appropriate information promptly circulated to those that need to be aware or involved;
- Actively develop and manage a social media presence;
- Assist the Manager to encourage volunteerism and promote volunteer opportunities in such a way that attracts and encourages volunteers from within the community;
- Support volunteers assisting with education programmes to ensure that the volunteers contribute to providing a fun, safe and interactive space for visitors;
- Support volunteer training and education, develop volunteer roles in educational delivery as appropriate, and support the facility manager in volunteer coordination.

***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;
- Palmerston North City Council Communications and Marketing Department staff in respect of marketing initiatives development, promotion and realisation and the Library Content and Programmes staff;
- 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*)

- Teaching and curriculum development experience particularly in the area of the natural environment;
- A qualification in education (or similar) would be an advantage but is not essential;
- A knowledge and understanding of different learning styles and social development;
- Sound knowledge of the NZ education curriculum;
- Experience working with youth and teachers;
- Competency and experience in Te Reo and tikanga Māori would be an advantage;
- Knowledge and understanding of a broad range of cultures to support a culturally diverse community.

Skills and Attributes

- Ability to energise and motivate and lead volunteers towards a common purpose, ensuring that excellence is recognised effectively;
- Enthusiasm for the principles that guide Wildbase, particularly in the area of conservation and introducing the young to our natural environment;
- Experience taking ideas and concepts and simplifying and communicating them to a youth audience;
- Excellent written and oral communication skills with the ability to adapt communication to suit target audiences;
- A sound level of computer proficiency in the Microsoft Office suite;
- A sound level of computer skills required to update and develop online content;
- Demonstrates a willingness and ability to work in an environment dependant on sustaining quality partnerships;
- Ability to relate to and build rapport with people of different ages and backgrounds;
- Has an ability to express an enjoyment for conservation and its importance to New Zealand.

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Remuneration

- This role is graded at **GP5** on the Council’s remuneration system, i.e. between **\$54,930** (85%) and **\$64,623** (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 3% of base salary is available.

Hours of Work

The position is 40 hours per week, Monday to Friday. However, given the nature of the operation flexibility in hours is likely to be required from time to time.

Other

The position holder 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	
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 ▪ Ability to interpret and work within relevant legislation
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

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	<ul style="list-style-type: none">▪ Delivers on agreed goals▪ Monitors and takes appropriate action to ensure goals and outputs are achieved▪ Reports regularly on progress
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▪ Builds and maintains professional and productive relationship with key stakeholders
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▪ Develops high performing project teams