

Change & Improvement (Te Hāpai Ō) Principal



Horopaki | Context

Kaunihera Taiao ki Waitaha/Environment Canterbury is the Regional Council for the largest region in Aotearoa/New Zealand. We are committed to working in partnership with mana whenua Ngāi Tahu to protect the health of our environment to ensure a sustainable and prosperous future for our region.

The future environmental and political context affecting Waitaha/Canterbury means that Kaunihera Taiao ki Waitaha/Environment Canterbury's response to work delivery will need to be adaptive into the future, with regulatory changes, and environmental changes driven by climate change.

Our mahi/work focuses on the delivery of three core services to the Waitaha/Canterbury community: (Environmental Regulation and Protection; Community Preparedness and Response to Hazards; and Public Transport) and we are guided by our strategic pou of:

- Putting the community and our customers at the heart of everything we do;
- Growing our relationship with mana whenua into a true partnership;
- Maturing our governance model and understanding of our political environment;
- Removing pain for our people (and customers) by improving our systems and processes.

Our mahi is also underpinned by our values of Kaitiakitanga/Stewardship, Pononga/Integrity, Manaakitanga/People First, Whanaungatanga/Collaboration, and Māiatanga/Can Do.

Aronga | Purpose

Te Hāpai Ō is an ambitious multi-year, change programme that is deliberately transforming the way we work to meet the needs of the future.

Te Hāpai Ō Delivery is the team responsible for implementation of the Change Strategy within Environment Canterbury. Working in partnership throughout the organisation, Te Hāpai Ō Team provides expert advice, support, and guidance for improving the organisation.

The purpose of this role is to facilitate capability building that supports the Change Strategy. It will focus on building systems leadership capability, working with all levels of leadership throughout the organisation.

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Ngā Haepapa | Accountabilities

As a member of Te Hāpai Ō Delivery Team, the role shares a collective responsibility for:

Team Accountabilities / Ngā Kawenga Takohanga

- Delivery of Te Hāpai Ō programme of work
- Act as a change agent for the organisation and champion our ‘all of Environment Canterbury committed together’ approach
- Bring an understanding of issues facing iwi/māori and continue to uplift your capability in Te Ao Māori
- Contribute to a healthy, constructive, respectful, productive, and fun culture within Te Hāpai Ō Delivery Team

Role Accountabilities

1. Apply the organisation’s Change Strategy through sequenced systems leadership capability building
2. Conduct system, symbols and behaviour analysis on proposed change initiatives
3. Synthesise the change improvement need, brief Director of the recommended approach and design the improvement
4. Facilitate and guide the design of system within a single or multiple knowledge fields
5. Facilitate and guide leaders to develop a requisite organisational structure in relation to a system design
6. Plan and prioritise work, optimise initiative delivery performance, and prepare regular reporting
7. Adapt, document and deliver training for leaders and frontline staff so each is enabled to lead and deliver work using systems leadership
8. Develop and maintain trusted and effective relationships that enable the implementation of the Change Strategy
9. Anticipate and contribute to the resolution of sensitive and complex issues.

Toitū Te Tiriti | Treaty Partner Excellence

- Deliver outcomes that underpin and give effect to the achievement of Ngāi Tahu cultural and environmental aspirations, including but not limited to, Mahinga kai, and revitalisation programmes.
- Connect with our Ngāi Tahu partner to ensure understanding of Ngāi Tahu aspirations and priorities so that there is genuine input and contribution so these can be considered in mahi programme development and prioritisation.
- Demonstrate an openness and courageousness in approach to issues and co-design of processes and systems supporting thought leadership that can give effect to the progression of the partnership.
- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within the Waitaha rohe/Canterbury region and Te Rūnanga o Ngāi Tahu. To demonstrate our council's commitment to recognise and provide for the kaitiaki/responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision making processes, effective engagement and development of existing working relationships.
- Support the organisation’s cultural capability journey, leading by example and identifying clear priorities, expectations, and development opportunities for individual

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capability and for the conscious planning and alignment of work to support organisational cultural capability across all aspects of delivery.

Hauora me te Marutau | Health and Safety

Kaunihera Taiao ki Waitaha/Environment Canterbury is proactive in advocating robust Health and Safety practices; we take health, safety, and wellbeing very seriously. In order to meet the legal obligations you must:

- Understand the health and safety and risk obligations that rest with this position, and care for your own health, safety and wellbeing and that of others you may interact with.
- Ensure awareness of, and compliance with, legislative and operational standards, policies, guidelines, including the code of conduct.
- Maintain an enquiring mind, undertake your own due diligence, and apply your knowledge on best practice to ensure a detailed understanding of any risks associated with this position.
- Ensure that relevant certifications are maintained, if applicable.

Ngā Hononga Matua / Working Relationships

- **Kai rō Kaunihera | Within the organisation**
 - Accountable to the General Manager Te Hāpai Ō Delivery for delivering to the accountabilities of the role.
 - Regular reporting to the Executive Leadership Team regarding approvals and progress
 - Build trusted relationships and regularly collaborate with stakeholders
 - Work with Te Hāpai Ō Delivery General Manager and Programme Manager to ensure initiatives within Te Hāpai Ō have effective programme management, resource allocation and usage
 - Work in partnership with leaders and Subject Matter Experts. Work together to resolve complex issues and achieve shared outcomes for our people, our partners, our customers, and our communities.

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Kai waho i te Kaunihera | Outside the organisation

- Contribute toward our effective, strong, and valued relationship with all Papatipu Rūnanga within the Canterbury rohe and in particular, Te Rūnanga o Ngāi Tahu. Demonstrate our council's commitment to recognise and provide for the kaitiaki responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision-making processes, effective engagement, and development of existing working relationships.
- Liaise with Contractors and Consultants as required.

Ngā Herenga Motuhake | Special Conditions

- Work outside of the normal working hours may be required from time to time to meet community and partnership needs
- Overnight stays maybe required on occasion.

Māngai Whakahaere | Delegations and Authorities

Delegated authority to make decisions in accordance with Council approved delegations, and authority for decision making in accordance with policies and guidelines for financial, people management and media-related activities.

Ngā Āheitanga | Capabilities

Tohu Mātauranga | Qualifications

- Relevant change management qualifications or equivalent experience
- A full NZ drivers' licence is required.

Mātau ā-wheako | Experience

- Experience with implementing programmes and/or change. Preferably within large, complex, or regulated organisations
- Experience in systems leadership theory and the Vanguard method (desirable)
- Strong relationship management and communication skills, with the ability to facilitate, resolve, influence and engage at all levels
- Bring an ability to project trends, test and challenge alternative approaches and select an approach that best links with future requirements
- Experience in thinking conceptually about new ways of doing things and manage potential issues and impacts
- Bring a high level of situational awareness, problem-solving skills, and political acumen
- Able to be adaptable and bringing out the best in our people when working in new ways
- High level of competence with Microsoft Office Suite.

Ngā Pūkenga Matatau | Core Competencies

Specific behaviours at the technical lead level sit beneath each of the following organisational competencies. To identify the competency expectations at this level, view the competency framework in the HR Kete or the Environment Canterbury Careers website.

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Customer Focus	Ensuring that the customer perspective is a driving force behind decisions and activities. Initiating and maintaining relationships inside and outside the organisation.
Business Acumen	Using an understanding of the organisation’s position to contribute to effective strategies and tactics by using economic, financial and industry information. Thinking from the ratepayers’ perspective.
Achieving Outcomes	Translating strategic priorities into operational reality; aligning communication, accountabilities, resources, internal processes, and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.
Leading Change	Identifying and driving organisational and cultural changes needed to adapt strategically to changing demands, technology, and internal initiatives; using new approaches to improve results by transforming organisational culture, systems, or services.
Common Purpose	Working towards a compelling view of the future by engaging with the organisation’s vision; understanding and aligning to the common purpose.
Building Capability	Attracting, developing, engaging, and retaining talented individuals allowing the organisation to meet current and future organisational challenges. Sharing authority, responsibilities and decision making to enable individuals to stretch their capabilities and accomplish strategic priorities.

The above statements are intended to describe the general nature and level of work being performed; they are not an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. However, from time to time you will be required to accept and carry out other duties.

Band / Grade

8

Position Code

SERVTHD.010

Last Updated

I agree to undertake the responsibilities detailed in this job description:

Ingoa | Name:

Waitohu | Signature:

Rā | Date Signed:

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