

Communications Manager Position Description

Business Unit	Systems, Strategy and Performance
Location	Wellington
Type	Permanent Full Time
Last Updated	May 2024

Our tikanga

The tikanga of Taumata Arowai are based on the guiding principles of Te Mana o te Wai.

Kāwanatanga – lead by example by upholding and role modelling positive partnerships and behaviours based on kaupapa Māori principles, knowledge of local kawa and tikanga. Our thinking and practices are guided and informed by the principles of the Te Tiriti o Waitangi and Te Mana o te Wai.

Kaitiakitanga – ensure appropriate action is taken to steward, protect and preserve the integrity of the mauri, mana and ora of wai and tangata for the future. Our actions are guided and informed by mātauranga Māori-led change where kaitiakitanga can be exercised.

Manaakitanga – act in a mana enhancing way, with care and respect for the mauri, mana and ora of wai and tangata. Our work supports and respects the interests, strengths, and aspirations of wai and tangata for long term intergenerational sustainability.

Ko wai mātou | About us

Taumata Arowai is the water services regulator for Aotearoa New Zealand. It is a Crown entity governed by a Minister-appointed Board and advised on Māori interests and knowledge by Te Puna, a statutory Māori Advisory Group.

Te Mana o te Wai, Te Tiriti o Waitangi and the Water Services Act 2021 are central to our mahi. Taumata Arowai recognises that we need to develop strong relationships and work collaboratively across the sector. Effective relationships with iwi, Māori, the wider water sector, local and central government and across Aotearoa, are essential.

Our responsibilities are to protect and promote drinking water safety and related public health outcomes. We also have an oversight role in relation to the environmental performance of drinking water, wastewater and stormwater networks.

Spirit of service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under te Tiriti o Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Mō tēnei tūranga mahi | About the role

Position Purpose

The Communications Manager leads delivery of the communications function for Taumata Arowai to meet the needs of our diverse stakeholders and audiences. Communications plays a critical role in meeting the regulatory priorities of Taumata Arowai and the Manager will bring a strategic approach to both external and internal communications.

The Communications Manager is a member of the Systems, Strategy and Performance Leadership Team that provides leadership through determining priorities, looking after our kaimahi and role modelling the Taumata Arowai tikanga.

The Systems, Strategy and Performance Group is the strategic ‘engine room’ for Taumata Arowai. It provides our ‘radar to the outside world’, making and managing the connections between Taumata Arowai and other organisations in the wider system of resource management and water services, including the ministerial and Board interface.

Reports to	Head of Systems, Strategy and Performance	
Staff	Currently up to 5	
Financial Authority	Refer to Delegations Policy	
Key Relationships	Internal KOPA (Senior Leadership team) Chief Executive Board and Te Puna Systems, Strategy and Performance Leadership Team Other leadership teams, Managers and kaimahi	External Staff in Ministers’ offices Communications peers in other agencies Local government Water services sector Iwi Māori Media

Key Accountabilities

It is likely that the scope and functions of positions within Taumata Arowai will evolve over time.

People Leadership

- Build and lead a high performing team which has clarity of purpose and members are engaged and motivated to succeed
- Provide day to day oversight and advice and support to team members to assist them to carry out their duties
- Ensure all team members demonstrate the tikanga and whakatauki of Taumata Arowai in their engagement with others
- Develop an environment within the team that encourages innovation and collaboration
- Role model organisational commitment to developing personal Māori-Crown relations capability and enable kaimahi to build their own capability
- Value and respect the diversity of contribution within the team and build an inclusive team culture
- Coach and mentor kaimahi, providing them with development opportunities to build their capability
- Ensure kaimahi have a strong cultural alignment to Taumata Arowai kaupapa and remain connected to other Taumata Arowai teams

Communications Services

- Lead the strategic direction of the organisation's integrated approach to communications
- Lead the team to develop and implement the organisation's Communications, Engagement, media strategy, education and guidance, and Channel Management Strategies
- Lead the development, prioritisation and implementation of plans and work programmes that are aligned with the organisation's strategies and direction and responsive to the managers and staff
- Manage the procurement of communications services and the expenditure of the Communications budget
- Manage the internal communications function and channels for the organisation ensuring that kaimahi are connected to the vision of the organisation through clear internal communications
- Manage public and supplier events calendar including our presence at National and regional events that promote who we are and what our role is
- Develop and manage a strategy to provide education and guidance for the public and suppliers that seeks to grow awareness about who we are and build social licence for our work as well as build the capability of suppliers
- Manage the publication of key public facing corporate and regulatory reports
- Proactively monitor the effectiveness of our internal and external communications including with government, suppliers, the public, and stakeholder relationships.

- Act as a trusted advisor to the Chief Executive and Leadership Team, providing them with high-quality, accurate and timely communications advice and leadership to inform their decision-making and support the functions of Taumata Arowai
- Support the Chief Executive and Leadership Team to manage any emerging reputational risks and issues
- Manage and monitor contracts for outsourced communication services including the monitoring of expenditure
- Keep up to date with relevant communications developments and best practice in the NZ State sector context
- Act as kaitiaki of the organisation's brand
- Hold delegation as Plain Language Officer for the organisation.

Media Management

- Proactively manage media engagement and relationships
- Provide specialist advice to the Chief Executive and Leadership Team in the management of complex and sensitive media matters
- Provide proactive media training and advice to staff, Board and Māori Advisory Group chairs as required.

Stakeholder Engagement and Relationship Management

- Build capability and confidence in te reo and te ao Māori, including giving effect to Te Mana o te Wai and upholding Te Tiriti o Waitangi
- Develop and maintain effective working relationships with internal stakeholders to achieve Taumata Arowai outcomes
- Develop and maintain effective working relationships with key external stakeholders throughout the region that enhance communications and engagement outcomes, to achieve the outcomes of Taumata Arowai
- Work closely with the Te Rōpu Wai in the development of engagement plans with iwi Māori and develop relationships with Mana whenua and other Māori organisations/agencies
- Provide advice and expertise to staff to enhance their engagement with the water services sector to build sector capability and compliance
- Provide advice and support for any public and targeted consultation
- Build collaborative and constructive relationships with the Minister's office
- Work closely with other relevant agencies to ensure consistency of Government messages

Health & Safety for self

- Work safely and take responsibility for keeping self and colleagues free from harm
- Report all incidents and hazards promptly
- Know what to do in the event of an emergency
- Cooperate in implementing return to work plans

for team

- Inform, develop and equip staff to carry out their work safely
- Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries
- Assess all hazards promptly and ensure they are managed.

Ko koe tēnei | About you

Qualifications

- Relevant tertiary qualification (Communications, Media, Public Relations, Journalism)

Experience

- Significant experience in leading and managing a communications function
- Experience in communication strategy and policy development
- Experience managing people, resources, and work programmes
- Experience providing strategic communications and media advice to Chief Executives and leadership teams
- Extensive experience in the design and delivery of written media and internal and external communication material
- Experience with machinery of government and working in the State sector, and experience working with Ministers' offices desirable. Experience working across the broad range of communications disciplines including corporate, external, media, marketing, brand, and channel management
- Experience providing advice to staff to determine their engagement needs and most effective strategy, methods, and channels
- Experience providing advice and tools to policy and delivery staff to support their engagement with their stakeholder groups to effect behaviour change
- Experience in reputation and issues management in high profile situations

Knowledge

- Understanding of stakeholder mapping tools and techniques
- Understanding of the political landscape and wider Government communication priorities
- Understanding of the machinery of government and the public policy-making process
- Understanding of communication and stakeholder disciplines, tools and practices

Skills and Attributes

- Political acumen, ability to think strategically and anticipate future consequences
- Ability to build credibility with senior leaders to engage, influence and challenge where necessary
- Ability to work under pressure and manage ambiguity and complexity

- Demonstrated commitment to the principles of Tiriti o Waitangi and a te ao Māori perspective
- Successful demonstration of promoting diversity and inclusion in the workplace
- Ability to use technology as a digital platform
- Ability to operate at both a strategic and delivery level
- Ability to convey complex issues to a wide range of stakeholders