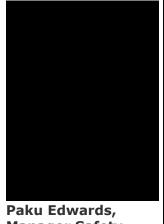
# TIER 3 MANAGER BUSINESS UNIT PROFILES



## Human Resources, Pūmanawa Tangata

Meredith Blackler, Director Human Resources

Human Resources is made up of three business units: Human Resources Services, Organisational Development and Safety, and Security and Wellbeing.



Manager Safety,

The Terrace

**HUMAN RESOURCES** 

**Security and** 

Wellbeing

- 113

We make sure Council staff are healthy, safe and secure while they work to fulfil the strategic goals of the long term plan.

We oversee the management of organisational risk and security issues by giving information, advice and direction to employees and managers about doing the right thing when it comes to health, safety, and security. We also support and coordinate workplace wellbeing programmes to address a range of worker needs.

### Our teams and their responsibilities

Health, Safety and Wellbeing: We look after injury management, health and safety planning, manage Council hazards and risks, and run the employee wellbeing programme.

**Security:** We make sure all employees are safe in their day to day work and minimise potential risks.

We support our people to build the capability they need and create an environment where people can thrive. We play a large role in delivering the 'Building the team we need' priorities in Our Plan for a Smarter Council. We work with all business units to develop initiatives that support capability building and culture change.



**Learning and Development:** We develop and deliver learning and professional/personal development solutions that all staff can access, as well as providing advice and support with training and development.

Organisational Development: We work with the organisation to develop initiatives that support us to build the culture we want.



**Organisational** Development , Tahiwi -113 The Terrace

# [no picture provided]

Carla Flynn, HR Services Manager

Tahiwi - 113 The Terrace We provide expert advice and specialist services to help attract, develop, manage and engage our people. We provide business partnering, recruitment, operations, payroll and remuneration services to support all of Council.

## Our teams and their responsibilities:

**HR Business Partnership:** Our HR consultancy team is the primary HR contact for all employees and people leaders, based on an account management model. We provide strategic and operational advice and support for the resolution of complex and sensitive operational, HR and employment relations matters.

**Recruitment and HR Operation Services:** We provide day-to-day recruitment support for hiring managers as well as providing first line HR operational support and employment related administration services.

**Payroll/ Remuneration/HRIS Services:** We make sure payroll services are provided for Council and Council Controlled Organisations (CCO's). We are responsible for developing and implementing Council's remuneration and benefit framework. We also provide HR information and reporting from our HR information system (HRIS).



City Planning, Hanga Tāone

David Chick, Chief City Planner

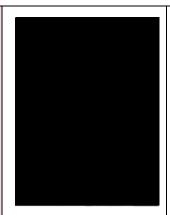


Moana Mackey, Acting Chief City Planner



Ashley Fry, Chief Advisor to the Chief City Planner

City Planning is made up of five business units: Build Wellington, City Consenting and Compliance, City Design and Place Planning, City Resilience and Sustainability, and Transport and Infrastructure.



We enable inclusive, high quality developments that make Wellington a great place to live and work.

We work with our partners to create opportunities for urban development.

#### Our teams and their responsibilities

**Housing Development:** We help to increase the supply of housing in Wellington, deliver on Council's Housing Strategy and work with government agencies and private developers to increase supply of social and affordable housing.

CITY PLANNING

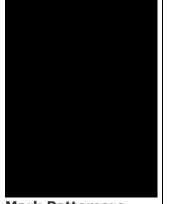
Phil Becker

Manager, Build Wellington

Tahiwi - 113 The Terrace **Urban Development:** We're a central point of contact for developers to get construction projects consented and underway, and we work to make this process as quick and easy as possible. We also work closely with local business groups so they have a bigger say in how their rates are reinvested into their local area.

**Project Management:** We provide strategic project management support to Council for medium and large priority projects.

**Case management:** We help developers to navigate Council processes and provide a single point of contact to streamline interactions with customers.



Mark Pattemore, Manager City Consenting and Compliance

Tahiwi - 113 The Terrace We work with customers to make sure buildings meet safe standards. We also process resource consent applications and make sure all Wellingtonians are kept safe through alcohol licencing and food safety certificates.

#### Our teams and their responsibilities

**Public Health:** We process alcohol licences, food safety certificates, dog registrations, animal control, litter enforcement, gambling consents and health licences for businesses and activities that could impact human health.

**Building Compliance and Consents:** We process building consents and do building inspections to make sure the work is being done correctly. We also provide LIMs (Land Information Memorandum) for customers and do Warrant of Fitness checks for buildings.

**Business Development and Improvement:** We help the building team by improving processes, training staff, and providing business support services.

**Resource Consents:** We help make development happen across the city, by processing resource consents and other approvals for proposals that don't meet rules in the District Plan.

**Compliance and Advice:** We monitor construction works to make sure they meet the resource consent requirements. We also investigate and resolve environmental complaints, check building consents and process subdivision certificates.

**Customer Service and Business Support:** We support the Resource Consents and Compliance and Advice teams, as well as assess Development Contributions.

#### **Vacancy**

Manager City
Design and Place
Planning

Tahiwi - 113
The Terrace

We create great places for people through collaborative design-led processes to unlock the city's potential.

To make sure the city is a great place for people, we:

- build strong relationships
- create healthy environments
- soundly manage projects
- are brave leaders
- make informed decisions.

#### Our teams and their responsibilities

**Heritage:** We provide regulatory advice, management and advocacy to enhance the contribution of heritage to a thriving city.

**Place Planning:** We make sure the city's planning settings remain relevant and responsive to changes in the population and the city's environment.

**Urban Design:** We give design advice to a wide range of Council's strategic and policy work. We also design and deliver laneways, town centres, parks and other open spaces around the city.

**Transport Strategy:** We work with local, regional and central government partners to deliver major city transformational programmes.

**Network Improvements:** We improve how people get around the city, through initiatives like public transport and cycling.

We make sure that Wellingtonians can survive and thrive as the landscape and society changes.

We have oversight of Wellington Water Limited, waste, earthquake prone buildings, sea level rise, landslides planning, sustainability and Zero Carbon Capital.

#### Our teams and their responsibilities

**Waste Operations:** We manage rubbish and recycling collections and landfill.

**Sustainability:** We lead the way to make sure Wellington better manages carbon emissions.

**City Engineering:** We manage the interface with Wellington Water Limited. We lead Council's relationship with structural engineers and electricity, telecommunications and gas providers.

**Earthquake Prone Buildings:** We work to reduce the seismic vulnerability of buildings.

**Resilience:** We make sure the City is thinking about the effects of natural hazards before they occur.

We play a key role in delivering critical asset management, engineering, and infrastructure services to keep Wellington up and moving.

We plan and deliver the maintenance and renewal works on our transport and infrastructure assets as well as controlling the city's network of traffic signals.

## Our teams and their responsibilities

**Transport Assets:** We manage Councils transport and infrastructure assets, delivering our target service levels at the lowest cost over its life, to provide the best value to Wellington rate payers.

**Network Operations:** We provide and manage an efficient and safe transport network for all our customers.

Mike Mendonca, Chief Resilience Officer

Tahiwi – 113 The Terrace

Siobhan Procter, Manager Transport and Infrastructure

Tahiwi - 113

The Terrace	<b>Network Projects:</b> We deliver a range of transport improvement projects, from minor safety through to larger projects.
	<b>Business Services:</b> We provide financial, contractual, customer liaison, and business support to the business unit and external customers.
	<b>Senior Infrastructure Project Manager:</b> We manage the ownership and operational aspects of the Kiwi Point Quarry which supplies most of our transport raw materials.



## Finance and Business, Toha Pūtea

Andy Matthews, Chief Financial Officer

Finance and Business has four business units: Business Reporting Analysis and Performance, Financial Accounting and Transactional Services, Financial Strategy and Treasury, and Property.

We make sure financial planning and funding is strategically aligned to help shape the future prosperity of Wellington. We enable and advise on long and short range strategic planning for assets, finances, insurance risk management and funding (including treasury and rates). We also manage the treasury function. Our teams and their responsibilities: Financial Planning: We're responsible for: budgeting process Martin Read, TechnologyOne Enterprise Budget Management **Manager Financial** system and data Strategy and Long-term and annual plan financials **Treasury** finance and treasury committee audit management Tahiwi - 113 financial delegations policy. The Terrace Strategic Asset Management Planning: We're responsible for: infrastructure strategy strategic asset management (SAM) module -TechnologyOne system enterprise asset management – TechnologyOne asset management planning (AMP) structure and process management managing asset revaluations insurance strategy, placement and management. Funding and Treasury: We're responsible for: financial strategy treasury management and policy Council's credit rating rates modelling, calculation and setting FINANCE AND BUSINESS funding and financial policies. We provide financial and business services to help

business units deliver on their strategic and business

#### **Vacancy**

Manager Business Reporting, Analysis and Performance

Tahiwi - 113 The Terrace goals.

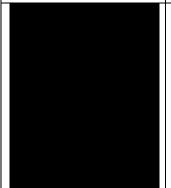
We give financial support to business units, as well as managing accounting, business performance, analysis and reporting. We also lead, develop and support the contracting and procurement function across Council to achieve value for money.

#### Our teams and their responsibilities:

**Analysis and Reporting:** We partner with the business to drive financial performance and make informed decisions by providing accurate, appropriate and timely financial information.

**Contracts and Procurement:** We provide, facilitate and support effective and efficient procurement and contract management across Council.

**Specialist Financial advisors:** We provide specialist financial analysis and support to evaluate new initiatives, organisational change proposals and projects.



Richard Marshall, Manager Financial Accounting and Transactional Services

Tahiwi - 113 The Terrace We make sure transactional services and financial reporting are delivered to a high standard, including compliance with accepted accounting practices, Council and international accounting policies.

We make sure:

- Council receives the monies it's entitled to and that this is correctly recorded and allocated to debtor accounts
- suppliers and customers are paid any monies owed to them
- Council remains tax compliant each year, and report on Council's financial performance.

#### Our teams and their responsibilities:

Rates and Accounts Receivable: We give invoicing and credit control services and advice on behalf of other business units as well as providing credit control for Trade Billing. We also make sure Council receives all rates that are due, and apply penalties to rates accounts.

**Payment Services:** We make sure payments are made for supplier invoices, staff expense reimbursements and customer refunds. We maintain supplier details in OneCouncil and operate the P-Card system.

**System Accountant:** We maintain and develop the OneCouncil finance modules.

**Financial Accounting:** We produce the financial information and commentary for the Annual Report, make sure Council is compliant with relevant tax laws and obligations, make sure cash received is correctly recorded and allocated to the relevant debtor accounts, make sure

existing and new assets are correctly recorded in the Council's fixed asset register, and make sure internal financial controls are maintained.

(no picture provided)

Leah Hearn, Manager Property

Tahiwi - 113



Peter Brennan Manager Civic Precinct Re-Development

Tahiwi – 113 The Terrace

We make sure Council's corporate and commercial buildings are safe, compliant and fit for purpose. We also provide an internal property consultancy to other Council business units and Council Controlled Organisations (CCO's).

#### Our teams and their responsibilities:

**Property Services:** We give specialist property advice, own the land acquisition and disposal strategy and manage property related transactions across Council. We also manage Council's road encroachment licences.

**Corporate Real Estate:** We manage leases, building maintenance and compliance works and deliver the annual capital works programme for Council's corporate real estate portfolio. We also provide architectural advisory services.

**Corporate Facilities:** We manage all aspects of Council's corporate accommodation including the mailroom, stationery supplies, meeting room equipment and car pool.

**Facilities Maintenance Contracts:** We manage the centralised contracts relating to facilities maintenance, gas, electricity and cleaning.



# Customer and Community, Pā Harakeke

Barbara McKerrow, Chief Operations Officer



Jim Robertson, Chief Advisor to the COO

Customer and Community is made up of six business units: Arts, Culture and Community Services, City Housing, Parking Services, Parks, Sport and Recreation and Smart Council.

[No photo provided]

Kevin Black Acting Arts, Culture and Community Services Manager

(Community Services), Tahiwi (City Arts and Events)

We deliver services to help make our communities strong, safe, resilient, vibrant and diverse.

We engage with a wide range of community stakeholders to deliver community aspirations through our facilities and services, including information, events, community programs, parking enforcement, community spaces, libraries, city safety and community development.

#### Our teams and their responsibilities:

**City Arts and Events:** We work to enhance the influence of arts, culture and creativity in the development of our city.

**Community Services:** We focus on community wellbeing and resilience, with an emphasis on safety, building strong communities and social infrastructure. We also manage all community grants and support people during civil defence emergencies.

**Libraries and Community Spaces:** We support literacy, recreation and community through our community spaces across the city. We give people opportunities to participate in community life through access to information, ideas, programming, classes and services.

**Support Services:** We provide administration support across the business unit.

We're Council's social housing provider and New Zealand's third largest landlord. We're a lead player in the Council's vision of "All Wellingtonians Well Housed." We work to provide support to around 3,500 of Wellington's most disadvantaged citizens and manage over 2,000 residential properties across the city. Our teams and their responsibilities: **Tenancy Management:** We work with our tenants on all aspects of their homes including rent areas, neighbour disputes and day to day enquiries. Michelle Riwai, City Housing **Assets:** We're responsible for the maintenance of our Manager 2000+ properties and make sure they comply with changing legislation. Tahiwi - 113 The Terrace Business Development: We develop operational policy, data analysis and lead community development for the business unit. **Business Services:** We support the business unit with administration and we manage the office. We support the city's transport vision, policies and bylaw. We encourage the public to comply with payment and [no photo provided] parking rules. **Kevin Black Parking Services** Manager MOB 2, 101 Wakefiled We contribute to the city's reputation as an active, healthy and attractive place to live, work, play and visit. We operate and maintain Council facilities, including parks, open space areas, play areas, sports fields, cemeteries, indoor and outdoor pools and recreation centres. Our teams and their responsibilities: **Open Space and Recreation Planning:** We give strategic leadership to support plans and policies related to parks, sport and recreation in Wellington. Paul Andrews, Manager, Parks, **Assets and Projects:** We're responsible for the buildings Sport and and infrastructure across PSR. We're the project Recreation managers of the capital works programme, and we maintain data asset records for Council's Asset Tahiwi – 113 Management Systems (GIS and OneCouncil). The Terrace, and

across the city at various facilities.

**Recreation Facilities:** We manage the aquatic facilities

and recreation centres, running a wide range of

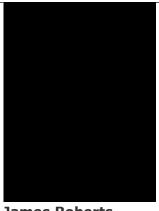
programmes and community events.

**Open Space and Parks:** We manage the city's parks and reserves, including the botanic gardens, waterfront, and cemeteries. We look after our indigenous biodiversity and work closely with our community.

**Parks Operations:** We're responsible for the maintenance of our parks, open spaces and sportsfields. We also support the Council's restoration planting programme.

**Community Partnerships:** We work with external groups and organisations to design, develop, deliver and enable projects that get more Wellingtonians active, engaged and valuing our recreational opportunities and open spaces.

**Business Support:** We give business and administration support to our teams. We also lead the business unit's Long Term Plan and Annual Plan process to support setting priorities and delivering key activities.



James Roberts, Manager Smart Council

12 Manner Street -Service Centre

- Shared Services Office and Digital Workplace

- IT and Land, Customer and Property Information

- City Records, Contact Centre, Digital, Innovation and Smart Council Transformation

28 Barker Street - Archives.

We bring teams together that enable Council to deliver ever-improving service and workflow experiences for our customers and staff. We make sure the way we operate, improve and change our systems, processes, and customer service channels best provides the outcomes we want for our customers and our Council.

#### Our teams and their responsibilities

**Business Operations:** provides effective planning, governance and support to the rest of Smart Council.

**Customer & Service Centre:** provides customer service through our Contact and Service Centres, understands service performance and works with teams to improve services.

**Digital Services:** managing Council's digital applications, websites and digital services.

**Enterprise Architecture:** provides technical direction and leadership for the Smart Council business unit.

**Information Centre:** provides and governs great information and data services, and develops Council's capability in data, GIS and analytics. Includes City Records, Corporate Library, Land Customer and Property Information, DigiHub and ArcGIS.

**Service Design and Change:** leads the change and transformation of services and processes, using a service design approach.

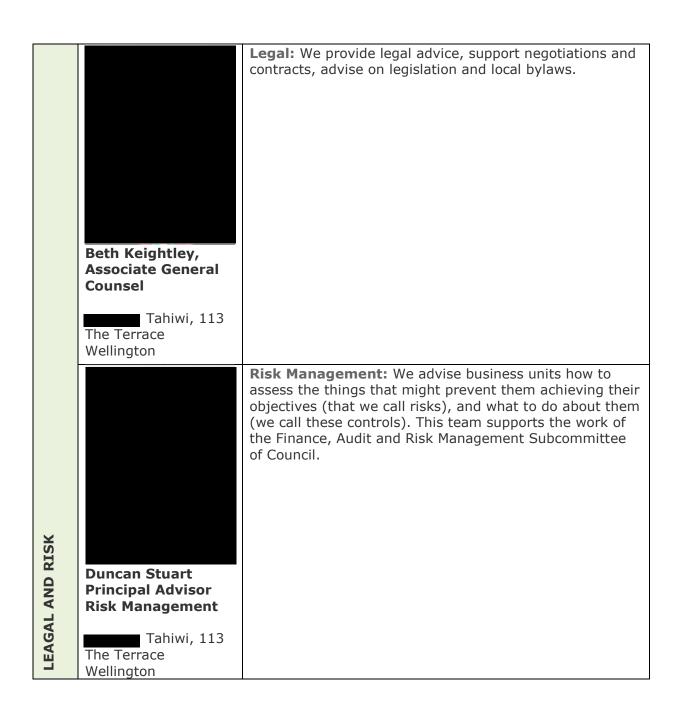
**Shared Services:** infrastructure and ICT service delivery.

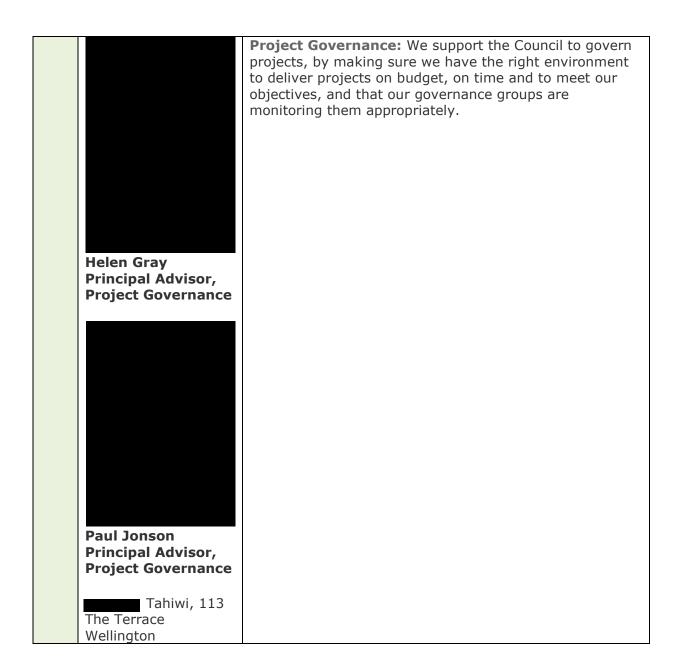


# Legal and Risk

#### Hayley Evans, Director Legal and Risk

Legal and Risk is made up of three teams: Legal, Risk Management, and Project Governance.



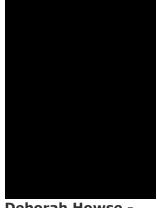




# Strategy and Governance, Ara Whaimana

#### Stephen McArthur, Director Strategy and Governance

Strategy and Governance is made up of five business units: Assurance, Communications and Engagement, Governance, Strategy, Policy and Research, and Tira Poutama - Iwi Partnerships.



**Deborah Howse -Head of Assurance** 

Tahiwi - 113 The Terrace We provide advice and support to help teams build public trust and confidence in the services Council delivers and the decisions we make.

We are assurance leaders and trusted subject matter advisors in:

- internal controls
- quality assurance processes
- requests for information
- escalated complaints
- privacy management.

We manage information requests from our customers generated by Council's diverse activities. We also have an annual internal audit plan to assess risks and identify process improvements, which we report on to the Finance, Audit and Risk Subcommittee.

We work with business units to:

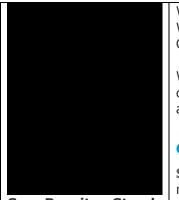
- help draft or review responses to requests for information
- proactively share how Council's decisions are made
- advise on managing difficult and/or persistent customers
- provide organisation governance and/or assurance advice
- review internal controls
- help with external assurance providers
- review any privacy implications.

## Our teams and their responsibilities:

**Complaints, Information Assurance (CIA):** We manage privacy risk implications, escalated complaints and high risk requests for information to the organisation.

**Te Aho Marutua | Internal Audit:** We help business units to review their risks, assess how they're managed and identify how they can be improved. We also investigate any complaints of fraud.

STRATEGY AND GOVERNANCE



Sam Rossiter-Stead, Head of Communications and Engagement

, Tahiwi - 113 The Terrace We champion trust and confidence in the Council and Wellington so that together, we are able to deliver on the City vision and outcomes Wellingtonians need and expect.

We help teams to better understand the needs of their customers and find the most effective ways of engaging and communicating with them.

#### Our teams and their responsibilities:

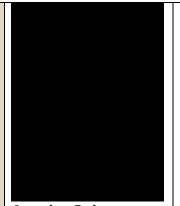
**Strategic Communications:** Using an account management model, we work with you to create strategic communications and engagement plans, and marketing campaigns that will help you achieve your business unit's goals. We also publish the popular Our Wellington publication.

**Media:** We manage risks and issues as well as helping identify opportunities. We help you find and reach the right channels to share your message. This can include social media, radio, newspapers and magazines, and outdoor advertising.

**Engagement:** We provide advice and support on developing and implementing best-practice engagements and consultations.

**Internal Communications:** Using an account management model, we work to ensure our diverse staff are informed and engaged about the work the Council does and keep people connected to our vision, values and strategic goals.

**Creative and Brand:** We work closely with our communications account managers to create stunning design, photography, video, print and signage solutions that help you achieve your business goals.



Anusha Guler, Head of Governance

Tahiwi - 113
The Terrace

We make sure people are well-informed and can contribute meaningfully to Council decision-making processes.

We give professional services and advice to elected members, stakeholders, organisations and the public to shape the future of Wellington.

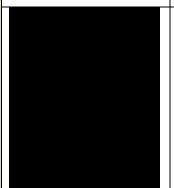
## Our teams and their responsibilities:

**Democracy Services:** We are trusted advisors to elected members and the organisation and we promote effective local governance.

**Elected Member Support:** We are the go-to people between officers and Councillors, ensuring elected members have the information they need, when they need it, to make considered and effective decisions.

**Office of the Mayor:** We make sure the Mayor is well supported in his role, progressing and implementing his priorities and objectives.

**International Relations:** We lead Wellington's global engagement and promote formal city-to-city relationships.



Baz Kaufman, Manager Strategy, Policy and Research

The Terrace

We help Council articulate a future for Wellington that's aspirational, liveable and internationally competitive.

We provide analysis and advice on how to achieve Council's vision. We manage the planning and reporting frameworks for the Council and the ratepayers of Wellington so we know what we're doing and how well we're doing.

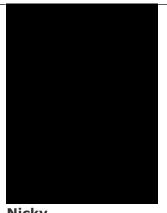
#### Our teams and their responsibilities:

**Strategy:** We look to the future and how we do things, including city strategy development, enhancing regional relationships, responding to legislative change, reporting on current and emerging trends for the city and guiding the section 17a reviews.

**Policy:** We lead and guide good policy development, deliver bylaws, policies and action plans and provide support to other business units.

**Research and Evaluation:** We lead research and evaluation support and provide a range of projects including economic monitoring, the Quality of Life Project, and Residents Monitoring surveys.

**Planning:** We lead the Long Term Plan, Annual Plan, Quarterly and Annual reporting processes, pre-election reports, induction workshops and triennium plans.



Nicky Karu, Manager Tira Poutama-Iwi Partnerships

Tahiwi – 113 The Terrace We support Council's commitment to our policies He Waka Eke Noa Effectiveness for Māori framework, Te Tauihu and Te Taurapa (being developed). Te Tauihu, our te reo policy and action plan aims to see Wellington as a te reo city by 2040. Te Taurapa, our strategy for Māori growth will ensure future Māori wellbeing and success.

We also help Council to engage effectively with iwi and the wider Māori community.

- Poutama whero: we work alongside iwi and the wider Māori community
- Poutama pango: we build internal cultural capability
- Poutama kahurangi: we contribute positively to the local and regional Māori economy.

#### Our team and their responsibilities:

Nicky Karu leads the poutama whero workstream Renaee Clark leads the poutama pango workstream Te Puritanga Jefferies leads the poutama kahurangi workstream.