



Mahi Tahī

We are one team, stronger together as we work with and for our community to deliver outcomes that matter.

#arohatōmahī

We love our work and know that our work matters. That is why we do what we say we will do and apply energy and enthusiasm across our mahi.

Manaakitanga

We put our people first by showing them that they matter, through a focus on whānau's needs and aspirations.

Tiakitanga

We proudly and professionally contribute every day to the care of our community and whenua with courage, positivity and mana - leaving a legacy which future generations will embrace.

Details

JOB TITLE	Kaikōtuitui Whakawhiti Kōrero Communications and Engagement Coordinator
REPORTS TO	Strategic Communications Manager
GROUP	Community Vision and Delivery
DIRECT REPORTS	Nil
FINANACIAL DELEGATIONS	Nil
WARRANTS REQUIRED	Nil
GRADE	14

Purpose

The Communications and Engagement Coordinator plays a key role in how Council connects with its community - bringing clarity, consistency and creativity to the way we communicate what we do and why it matters.

The role supports the delivery of clear, timely and audience-focused communications and engagement across a wide range of Council activity. It helps turn complex, technical and sometimes sensitive information into plain-English content that builds understanding, trust and informed participation.

Working closely with the Strategic Communications Manager and the wider communications and engagement team, the role coordinates and supports day-to-day activity - from workflow management and approvals to content production, channel updates, engagement logistics, reporting and financial processing. The role partners with internal teams, iwi/hapū, stakeholders and media to support end-to-end communications and engagement activity, applying an audience-first mindset and using insights to continuously improve how we work.

This is a hands-on, highly organised role suited to someone who enjoys variety, momentum and being at the centre of activity. Success is measured by accuracy, responsiveness, adaptability and the ability to manage competing priorities in a fast-paced and politically aware environment - while continuing to build capability and confidence in communications and engagement practice.



Key Responsibility and Expected Outcomes

Communications and Engagement

- Assist with the development and delivery of clear, engaging and audience-focused communications and engagement content across digital, print, and face-to-face channels.
- Help translate technical or operational information into clear, accessible content for different audiences.
- Support the preparation and coordination of media materials and responses in line with agreed processes, brand guidelines, Council strategies, and team standards.
- Provide communications and engagement support during incidents or issues, including assistance with logistics, content preparation, and coordination as required.

Coordination and administration

- Coordinate day-to-day delivery of communications and engagement activity across Council portfolios, supporting effective storytelling and connection with the community.
- Assist with engagement activity – including public meetings, workshops, events, and pop-ups – from planning through to delivery and follow-up.
- Manage workflows, approvals, records, reporting, and financial processing to keep the communications and engagement team running smoothly, using insights to support sound judgement and recommendations.
- Update and maintain communication channels, calendars, templates, and systems.
- Support engagement activity with iwi partners, stakeholders, and project teams by assisting with coordination, content, and follow-up

Relationship Management

- Support the Community Vision and Delivery Group in strengthening Council's strategic relationships by working collaboratively with iwi and other cultural stakeholders.
- Establish and maintain a network of key contacts to enhance Council's relationships across local government, government agencies, businesses, and the community.
- Coordinate the implementation of communication plans to ensure key stakeholders are kept informed of Council's work programme.

Health Safety & Wellbeing

- Promote a strong health and safety culture by proactively modelling our values and hold self and others to account to Consistently follow all health and safety policies and legislative requirements.

Council Contribution

- Actively contribute to the Community Vision and Delivery Group by performing duties as required, promoting a positive workplace culture, and participating in Emergency Management activities.

CAPABILITY & COMPETENCIES REQUIRED

SKILLS, KNOWLEDGE & EXPERIENCE

- Relevant tertiary qualification in communications, marketing, journalism, or related field or equivalent experience.
- Experience supporting or coordinating campaigns, projects, or engagement activity.
- Sound knowledge of communications and media channels and tools, including social media and website content management (and/or scheduling/monitoring tools) and end-to-end campaign support processes.
- Sound understanding of communications and engagement principles, including audience-first communication.
- Strong written, verbal, and presentation skills.
- Confident working with a wide range of internal and external stakeholders
- Familiarity with local government or similar complex public-facing environments preferred.



Drives Community Outcomes

Delivers impactful outcomes for the community by providing exceptional service, fostering meaningful Iwi relationships, integrating Te Reo Māori and tikanga, and continuously improving efficiency within the Horowhenua District Council landscape.

Delivery Focused

Delivers high-quality work with integrity, accountability, and efficiency, following through on commitments, engaging with Iwi where appropriate, and using digital tools effectively to achieve meaningful community outcomes.

Mana Enhancing

Builds trust by placing people at the heart of decisions, embracing diverse cultures, upholding high standards of professionalism, nurturing personal growth and self-care, and protecting the mana and integrity of relationships.

Connected

Builds strong, trust-based relationships across teams and the community through clear communication, collaboration, and cultural engagement, creating a connected and inclusive environment that drives better outcomes.

Resilient and Adaptable

Adapts to change with curiosity and resilience, maintaining focus under pressure, seeking diverse perspectives, and persevering to deliver the best outcomes for the community.



Alignment with our community outcomes



We uphold Te Tiriti o Waitangi and its principles and recognise the role of Mana Whenua as kaitiaki of their rohe. We support them to maintain and enhance tikanga with their ancestral lands and waterways, wāhi tapu and other taonga, and build mutually respectful partnerships with tangata whenua, supporting whanau, marae, hapū and iwi in achieving their aspirations.



We contribute to improving our natural environment for current and future generations to enjoy, and protect the important natural features in our district.

We ensure our built environment supports the wellbeing of our people and manage competing pressures on resources sustainably.



We provide efficient, reliable and affordable infrastructure, developing and maintaining facilities and infrastructure to meet the needs of current and future generations. Our community facilities and infrastructure are resilient, helping us to respond to climate change and natural hazards, working with partners to develop infrastructure that enables growth.



We are business friendly, supporting diversity and resilience in our local economy and work with others to make our economy grow. We aspire for economic security for all of our people and seize growth opportunities for our district.



We value the diversity of our people, and how our district's heritage shapes our community's sense of identity and pride.

We provide infrastructure, services, facilities and places to build resilient and connected communities where people of all ages and backgrounds feel included and safe. We are building collaborative relationships with service providers to enable all people to live positive and healthy lifestyles, encouraging our people to participate in local decision making.

