

Community Engagement Assistant

Pūtake Tūranga - Scope

A practical, hands-on role supporting the delivery of council's community engagement and environmental education programmes. The role provides a blend of behind-the-scenes and public-facing support, including logistics, gear management, administration, marketing support and event delivery. It involves both desk work and physical tasks - setting up gear, managing resources, and being out in the community.

Ngā Whainga - Key responsibilities

Administration

Provide accurate and efficient administrative support. Key tasks include data entry, purchase orders, venue and catering booking, scheduling and maintaining internal databases and documenting and updating processes.

Events and project support

Support the planning, preparation and delivery of a range of internal, external and education events and courses. This includes the behind-the-scenes mahi like loading and unloading gear and equipment, event setup and pack-down, creating signage and collateral, managing registrations, and supporting on-the-day logistics. Provide marketing support including basic graphic design, photography, and campaign assistance.

Gear management and logistics

Manage and maintain event gear and resources. Ensure equipment is tracked, stored, and distributed effectively for staff use. Provide advice on gear usage and ensure equipment is available and in good condition.

Engagement

Support council to deliver effective community engagement events – this includes face-to-face engagement with the public. Support the education team in delivering school-based engagement and the Enviroschools programme. Build and maintain constructive relationships with staff, suppliers, schools, and the community. Communicate confidently and professionally via email, phone, and through face-to-face interactions.

Organisational Responsibilities / Other Duties

Ensure that all Council policies and procedures are followed in work activities and be actively involved in seeking continuous improvement. Undertake other duties that may be assigned by the Marketing and Engagement Manager from time to time.

Some weekend and after-hours work will be required to support our engagement activities.

Health and Safety

Adhere to all safe working procedures and instructions, taking care of oneself and others. Having a commitment to health and safety as detailed in the NRC policies and guidelines, and as defined by the Health and Safety Legislation.



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Tō Pukenga - About you

Qualifications, skills and experience:

- Experience in events, hospitality, retail, or customer service roles.
- Diploma in communications, events or business administration is desirable
- Full and current driver's license.
- Experience with packing and driving trailers and small furniture trucks for events is desirable.
- Proven admin skills - data entry, ordering, process management.
- Tech savvy and experienced working with the Microsoft Office suite.
- Photography, videography and writing skills are an advantage but not essential.

Personal attributes

- Highly organized, with excellent time and task management and prioritization skills.
- Detail-oriented, with a practical mindset and a focus on getting things done right.
- Physically capable - able to lift and carry gear and set up events.
- Shows initiative and works well independently.
- Flexible and adaptable, and quick thinking.
- A true all-rounder who enjoys working across a variety of tasks and environments.
- Friendly, professional, and customer-focused.
- Energetic and enthusiastic, bringing a positive attitude to the team.
- Resilient and calm under pressure, with the ability to work through ambiguity and change.
- Committed to health and safety and upholding organisational values.
- Displays personal and professional integrity.
- Culturally empathetic and respectful in all interactions.

Reports to:

Marketing & Engagement Manager

Group and Department:

Strategic Partnerships & Engagement, Te Tiriti Partnerships & Engagement

Location:

Whangārei

Date:

August 2025

Declaration

I have read and understood the contents of this Job Description.

Name:

(Please print full name)

Signature:

Date:



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