

Position description

Position title:	Head of Recovery	Team:	Recovery
Division:	Resilience and Infrastructure	Reports to:	GM Auckland Emergency Management
Department:	Auckland Emergency Management	Direct reports:	3
Unit:	Recovery	Indirect reports:	0



**Our commitment
to te ao Māori**

We honour te Tiriti o Waitangi, accord value to te ao Māori (the Māori world), support kaitiakitanga and are responsive to the needs of Māori. You support and promote the development of staff confidence and capability across te reo Māori, tikanga Māori, te ao Māori and te Tiriti o Waitangi, so everyone can contribute to the delivery of Māori Outcomes for and with Māori.



Purpose of the job

The Head of Recovery is a senior leadership role is to ensure the council and communities we support are prepared to recover from emergency events when they occur – including lessons learnt from previous recoveries such as the 2023 severe weather events.

The role has two distinct modes of operation:

- recovery preparedness – planning for recovery from emergencies, through key partnerships, collaboration, systems development, and planning.
- active recovery delivery - highly dynamic environment to enable Auckland to recover quickly from emergency events as they arise.

The primary focus of this role is to lead and deliver outcomes for recovery including:

- developing recovery strategies and practices and oversee delivery of recovery focussed programmes.
- creating and maintaining networks across council, our business partners, government agencies and the community, and other recovery practitioners.
- promoting the development and engagement of the Alternate Group Recovery Managers cohort and Recovery Auckland Council Emergency Support (ACES) staff.
- leading smaller active recovery efforts and supporting an appointed Group Recovery Manager in larger recovery events, depending on the scale of operation.

This role will lead the development of mechanisms for initiating, establishing and implementing recovery. The role will also meet legal requirements, promoting best practices, and delivering the desired outcomes for recovery. It will be responsible for the budget allocated for the Recovery Unit.

This position includes the performance of the statutory role of Group Recovery Manager as required in activation of an emergency response and carries the responsibilities as defined in the CDEM Act 2002 (and subsequent legislation).

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Key responsibilities

- Be aware of, and demonstrate, the principles of **Our Charter**. This sets out the expectations for conduct at Auckland Council.
- Be aware of, and demonstrate, **Our Behaviours** in ways that support inclusivity and adaptability in every aspect of our work.
- At Auckland Council, "health and safety starts with me" (ka timata te hauora me te aria hauata ki a au) and everyone has a duty to keep themselves and others safe. Our **Health and Safety Policy Statement** and our **Health and Safety Management Framework (SMF)** explain the specific HSW duties applicable to this role, including Injury Management responsibilities applicable to people leaders.
- Support and promote the delivery of continuous improvement initiatives and actively build and support a continuous improvement culture in your team.

Recovery Preparedness

- Considering and incorporating lessons learnt in recovery from 2023 severe weather events and subsequent experience from across Aotearoa:

Recovery Planning:

- Lead and manage the development of strategy and policy that informs recovery planning direction through active collaboration with the AEM Strategy and Capability team to ensure recovery is seamlessly integrated into broader AEM work programmes, practices and systems.
- Provide recovery advice to the Coordinating Executive Group and the Auckland CDEM Committee to inform decision making as required.
- Ensure direction from General Manager, CEG and the Auckland CDEM Committee is implemented appropriately and within agreed timeframes.
- Lead and develop the practices of the Recovery Function in Auckland Council, including engagement with Alternate Recovery Managers and Recovery Function ACES.
- Work with stakeholders to ensure integrated data and information management systems are in place across the 4R's and as part of council BAU systems.
- Ensure a customer-centric approach is taken to the development of processes and systems supporting recovery.
- Ensure organisational recovery capability is built and expectations for contribution to recovery are embedded into council BAU systems eg business planning and PDs.
- Establish and maintain productive and cooperative external relationships with other Recovery Managers, the National Emergency Management Agency, and wider Central Government agencies that can be drawn on in recovery.
- Lead the development of group recovery capability to ensure the requirements of the CDEM Act and National CDEM Plan are met and successful outcomes are delivered for the community.

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- Promote the uptake and implementation of recovery planning, prioritisation and management functions across the Auckland Council Group as effective recovery will depend heavily on guiding and coordinating the actions of many directorates and departments across the wider Council group, both before and during the recovery phase.

Alignment and Complementary Activities:

- Ensure recovery is seamlessly integrated into broader AEM work programmes, practices and systems
- Ensure strategic direction and plans are aligned with the overarching Auckland Emergency Management strategy, as set out in the CDEM Group Plan and AEM delivery Plan to ensure a cohesive and effective response to and recovery from emergencies.
- Identify opportunities for complementary activities across different plans to foster collaboration and consistency in approach (where appropriate).
- Coordinate with other teams within Auckland Emergency Management to integrate planning efforts with operational activities.

Stakeholder Engagement:

- Regularly engage with Mana Whenua, Local Boards and their communities to understand their different requirements and incorporate this into the recovery planning process.
- Cultivate strong relationships with key council departments and other external stakeholders, ensuring collaboration and facilitating their active participation in recovery planning.

Personal Management:

- Show a strong commitment to excellence, supported by continuous improvement that enhances performance, personal growth, and wellbeing.
- Stay informed about legal and regulatory requirements related to emergency management, ensuring recovery practices comply with relevant laws.
- Promote and implement best practices in emergency management recovery to enhance the efficiency and effectiveness of the function.
- Monitor trends in recovery practice and emerging technologies that can enhance emergency preparedness for recovery.

Active Recovery Delivery

- Support the Group Controller in leading the establishment and operation of the Recovery Function for Auckland Emergency Management - in a potentially challenging and high-pressure environment.
- Act as Group Recovery Manager or support an appointed Group Recovery Manager in an emergency response, depending on the scale of the emergency, leading the Recovery Function and working in collaboration with the Controller, other CIMS functions, CEG stakeholders (including Lifelines and the Auckland Welfare Coordination Group), agency partners and the wider council family to enact effective recovery planning and implementation.

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	<ul style="list-style-type: none"> • Lead and be part of a 'Group Recovery Manager' duty roster in an enduring capacity and manage the engagement and development of Alternative Group Recovery Managers and the wider Recovery function cohort. • Play a leadership role in an emergency response/recovery by providing strategic advice and support to the Controller; working collaboratively with the Controller and other function leads in developing recovery documentation ; proactively identifying opportunities to improve the recovery workstream; contributing guidance on situational awareness learned during business as usual and sharing key relationship information.
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 <p>Outcomes</p>	<ul style="list-style-type: none"> • Your team meets the deliverables in our Māori outcomes planning and can pronounce and use basic te reo Māori in emails and conversations. You understand, demonstrate and value the use of tikanga where appropriate. • Continuous improvement behaviours are demonstrated, valued, and encouraged in your team. • Comprehensive Recovery Documents - Successfully lead the development and implementation of comprehensive recovery documentation that encompass council, partner and sector needs. These should be well-structured, clearly articulate emergency recovery procedures, and include relevant information specific to enacting effective recovery practice, delivery and outcomes. • Community Confidence and Readiness - Work with (and provide advice to) the AEM Community Planning team and other teams across Auckland Council that work to support communities. • Stakeholder Collaboration - Collaborate with relevant stakeholders, including council stakeholders, external partners, elected members and community and iwi representatives to gather input and insights for recovery plan development and implementation. The involvement of stakeholders should lead to inclusive and community-centric plans that reflect the input and priorities of those affected. • Integrated Planning Efforts - Coordinate with other teams within the Auckland Emergency Management and wider council to integrate recovery efforts with strategic, policy, operational and training activities. This integration should enhance overall recovery preparedness, and maximise opportunities to complement the work other areas may be doing. • An integrated approach to information management is established across the 4R's and into wider council systems - enabling an efficient and seamless user experience • Ensure momentum built up in response is maintained throughout the transition to recovery. • Leveraging External Resources - Collaborate with sector partners, external agencies, and relevant organisations to leverage resources and expertise in plan development. This outcome should result in enriched recovery plans that benefit from diverse perspectives and additional resources.
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 Key skills	<ul style="list-style-type: none"> • The successful candidate will be a strategic thinker, an effective communicator, and a strong advocate for community-focused planning. • A good influencer with strong self-awareness and resilience, as well as the ability to remain calm under intense pressure. • Strong political acumen, including a proven ability to build trust and credibility with senior politicians, executives and external partners including the insurance and banking sectors and the Crown. • Proven ability to provide outstanding service to business partners and stakeholders at a senior level.
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 Job requirements	<ul style="list-style-type: none"> • A relevant university degree. • Extensive experience in Emergency Management or related environment - at management level with sound understanding of legal and regulatory requirements related to EM and recovery. • Knowledge of best practices in emergency management planning and the ability to create effective plans. • Experience leading in an environment characterised by effective planning and delivering in a high pressure often rapidly evolving/changing environment • Strong understanding of local and central government processes and procedures. Experience in working with elected members and community organisations is essential. • Coordinated Incident Management Systems (CIMS) trained or able to achieve within six months. • Success at building effective relationships with staff and key stakeholders designed to harness the synergies that come with partnership. • Proven track record of successfully managing complex projects and delivering results within tight deadlines. • Excellent people leadership skills, including leading through influence.
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Disclaimer

The above statements are intended to describe the general nature and level of work being performed by incumbents in the assigned job. They are not construed as an exhaustive list of all responsibilities, duties, or skills required of the incumbent. From time to time, employees may be required to perform duties outside of their normal responsibilities as needed.

Approving manager:	Version date:
General Manager Auckland Emergency Management	Dec 2025

 Job framework	Job function:	Job family:	Job:
	Emergency Management	Generalist	Unit Manager Emergency Management

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