

Position description

Position title:	Site Resolution Manager-Storm-affected Land (SAL)	Team:	Storm-affected Land (SAL)
Division:	Resilience and Infrastructure	Reports to:	Head of Storm-affected Land
Department:	Property	Direct reports:	0
Unit:	Natural and Built Environment	Indirect reports:	nil

 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 participate in initiatives to embed te ao Māori into the way we do things. You are willing to develop and build your own understanding and capability to contribute to the delivery of the directorate's Māori outcomes and wider organisation's vision to be responsive to the needs and aspirations of Māori as outlined in the Māori Outcomes Performance Measurement Framework – Kia ora Tāmaki Makaurau.
 Purpose of the job	The Site Resolution Manager leads a programme to exit Auckland Council from a shared ownership arrangement for an assigned portfolio of properties. The role leads end-to-end site resolution across complex cross-lease/unit title sites, coordinating cross-council expertise and working closely with co-owners to agree and implement practicable exit pathways, managing risk and generating revenue where possible.
Role Background	This role is pivotal to resolving these difficult situations while ensuring a fair, transparent, and positive experience for homeowners and delivering on Council's programme objectives. Auckland Council will purchase approximately 1,200 storm affected properties. Of these, 258 properties sit across 155 shared ownership sites (cross-lease or unit title), where Council owns one or more dwellings but not the entire site. These sites include both attached and freestanding dwellings, with some affected by landslides, and involve approximately 255 co-owners. The shared ownership structure introduces significant legal, technical, and stakeholder complexity. Council intends to exit all shared ownership sites as soon as practically possible. This role has been established to actively manage site resolution, coordinate internal and external expertise, and engage directly with co-owners to achieve agreed outcomes. The Site Resolution Manager - Storm-affected Land is responsible for successful delivery of the complex programme outcomes for a portfolio of properties.



Key responsibilities

Lead the resolution of exit pathways for an assigned portfolio of shared ownership sites

- Manage a defined tranche of shared ownership sites through the full resolution lifecycle.
- Lead site investigations, feasibility assessments, and option development to identify practicable exit pathways.
- Coordinate specialist input (planning, legal, engineering, property, Healthy Waters, and external advisors) to inform land use and site decisions.
- Work with internal programme managers to define appropriate pathways for each site and assess the best option.
- Develop, document, and present site-specific recommendations to relevant decision-makers.
- Undertake ongoing prioritisation and reprioritisation of the work programme to maximise capacity across the team and speed up delivery.
- Identify and manage programme and project risks, and communicate them to stakeholders.
- Ensure agreed actions are implemented by responsible internal teams and external consultants.

Drive cross-council coordination and input

- Engage with kaimahi from across Auckland Council Group (including executive and department leaders) to raise awareness and support the SAL work programme and maintain a network of partnerships conducive to achieving desired outcomes.
- Establish, lead and coordinate a virtual, cross-council project team that includes all relevant specialist expertise required to inform and progress exit pathways.
- Develop strong relationships and drive collaboration, alignment and integration across internal and external stakeholders, including co-owners council group, incorporating and promoting place-based and best practice approaches
- Run regular meetings to maintain momentum, resolve issues, and manage dependencies.
- Monitor progress, risks, and interdependencies across multiple sites and workstreams.

Stakeholder Engagement and Negotiation

- Act as the primary Council representative for assigned sites.
- Engage directly with remaining co-owners to explain processes, understand priorities, and manage expectations.
- Facilitate meetings with co-owners to discuss options, address concerns, and progress agreed outcomes.

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- Negotiate agreements, consents, and changes required under cross-lease agreements or unit title operational rules, including title conversions where required.
- Ensure a positive, fair, and transparent experience for co-owners, particularly in sensitive and complex situations.
- Build strong political, internal and external collaborative relationships as a catalyst and connector, engaging and influencing decision-making around the management of work packages.
- Support an empowering environment that reflects the shared values of the Recovery Whānau across Auckland Council Group, iwi, and other key partners and stakeholders.

Financial management, Documentation and Reporting

- Confirm and document investigation outcomes, recommendations, decisions, and agreements.
- Maintain accurate records of consents, stakeholder engagement, and key correspondence.
- Prepare a monthly status report and provide regular reporting and updates to relevant stakeholders and decision-makers
- Prepare robust options assessment reports to support recommendations
- Establish, monitor and manage budgets required to deliver the shared ownership programme
- Ensure there is effective planning, scheduling, forecasting and sequencing to optimise project resourcing and coordinated delivery of outcomes.
- Support a continuous learning culture
- 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.

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Outcomes

- Properties no longer pose an intolerable risk to life
- Council understands and meets its ownership responsibilities
- Site complexities and interests are managed effectively, transparency and fairly
- Opportunities for revenue generation are identified and progressed where risk can be managed effectively
- Council successfully exits from shared ownership sites in a timely fashion
- Productive relationships are developed and maintained with both internal and external partners and stakeholders
- Programmes are managed effectively; time, cost and quality KPIs are met.
- Programme risks are identified, understood and mitigated.
- Sourcing, procurement and contract management ensures value for money and impactful project delivery
- Project/programme documentation and records are well-maintained and compliant with council policy, procedures and frameworks
- Interaction and engagement with elected members, council staff and the community inspire confidence and builds productive relationships
- You can pronounce and use basic te reo Māori in emails, meetings and conversations. You understand, demonstrate and value the use of tikanga where appropriate.

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Key skills

- Experience in property, legal, planning, or related fields.
- Ability to deliver outcomes at pace.
- Excellent relationship-building and communication skills - Ability to develop and maintain successful relationships in complex environments.
- A track record of successfully developing and delivering high volume and complex work programmes.
- Proven ability to influence and coordinate virtual teams across organisational boundaries, and negotiate with multiple stakeholders in complex environments.
- Strong understanding of cross-lease and unit title ownership structures and processes.
- Knowledge of Auckland Council's regulatory, legal, and governance frameworks.
- Demonstrated project management capability across multiple workstreams.
- Excellent written and verbal communication skills.
- Proven conflict resolution skills.
- Experience working directly with homeowners or community stakeholders in sensitive contexts.
- Ability to think strategically and critically. Sound judgement, decision-making, and problem-solving skills.
- Self-motivated and be able to work in a high trust environment.

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Job requirements

- A tertiary degree in a relevant field
- A minimum of 12 years experience working in a relevant field
- Minimum 5 years experience in leading complex programmes of work.
- Ideally, practical and commercial experience of construction, property or land development with a strong and demonstrable business acumen.
- In-depth understanding of the governance and regulatory environment.
- Proven ability to build and maintain highly collaborative internal/external relationships.
- Proven ability to build and maintain relationships with a range of stakeholders and manage different motivations and drivers.
- Strong influencing skills.
- Experience applying in-depth strategic analysis to complex issues.
- Demonstrated high levels of integrity, honesty and trustworthiness.
- Excellent communication skills, both written and verbal.
- Highly effective planning and organisational skills, including time management and prioritising work in a complex work environment.
- Good knowledge and understanding of effective programme delivery strategies, practises and principles.
- Experience working, leading, in partnership with communities in a complex and uncertain environment.

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:	
Head of Storm-affected Land		January 2026	
 Job framework	Job function:	Job family:	Job:
	Recovery	Programme Management	Site Resolution Manager, Storm-affected Land

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