



Interim Manager – Community Experience

SOUTH WAIKATO DISTRICT COUNCIL

July 2025

VISION

A thriving community and robust economy that outpaces the rest of NZ

GOALS

1. *More people own their own home than ever before*
2. *More people participate in community activities and events than ever before*
3. *No waste or rubbish leaves the district*
4. *Our economy grows faster than anywhere else in the country*
5. *All our young people are in education or employment*

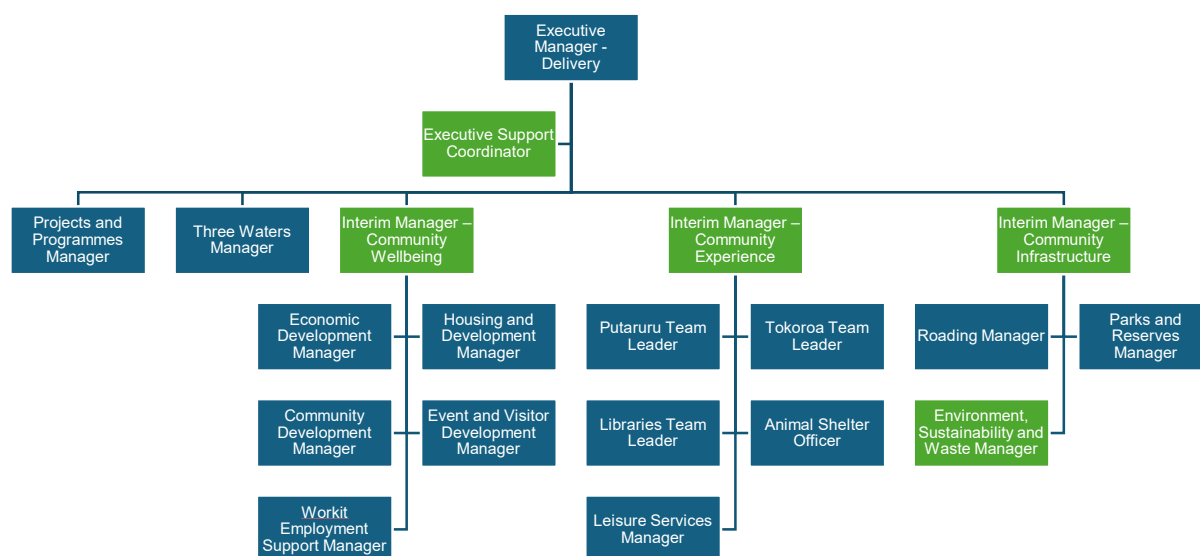
POSITION

Interim Manager – Community Experience

To lead Council's community-facing service delivery teams - including customer services, libraries, animal shelter and leisure services - to deliver inclusive, safe, and high-quality experiences for all South Waikato residents.

POSITION SIZE:	20
REPORTS TO:	Executive Manager -Delivery
GROUP:	Delivery
POSITION APPROVAL:	Executive Manager Delivery
NUMBER OF DIRECT REPORTS:	5
TENURE:	Fixed term to July 2026
FINANCIAL DELEGATION:	\$50,000 (Tier 3)

TEAM STRUCTURE



ACCOUNTABILITIES & OUTCOMES

- Provide leadership and direction to teams responsible for customer services, libraries, animal shelter and leisure services
- Support the delivery of consistent, seamless customer experiences across all channels and services
- Champion inclusive, welcoming, and culturally responsive practices in community facilities
- Oversee service delivery standards, staff capability, and continuous improvement
- Support the programming and activation of spaces to improve utilisation, engagement, and wellbeing outcomes
- Monitor performance, respond to emerging issues, and contribute to strategic service design efforts.

Success Measures

- Customer satisfaction and service access improve across all functions.
- Community facilities are well-used, safe, and aligned with local aspirations.
- Staff feel supported and equipped to deliver high-quality, inclusive experiences.
- Facility-based programming contributes to learning, connection, and pride of place.
- Operational risks are well managed and responded to proactively.

ABOUT YOU

REQUIREMENTS

Experience in leading
a team

Experience working
in local government

Commitment to
continuous
improvement

ABILITIES

- Proven leadership in community service delivery, customer experience, or operational management.
- Experience in local government, libraries, recreation, or similar sectors.
- Strong people leadership, relationship management, and service innovation skills.
- Commitment to equity, inclusion, and continuous improvement.

BEHAVIORS



::SIGNATURE::

Signed: **Dated:**

NAME