

Position: Portfolio Support – Destination Management Plan

Location: Whangarei based, Northland region

Reports to: GM Destination Management and Marketing

Responsible to: GM Destination & Northland Inc CEO

Background

The Tai Tokerau Northland Destination Management Plan is being developed in response to a national shift in the tourism sector to better manage the impacts and share the benefits of visitation to a region. In 2018 the DMP was included as a key visitor industry project in the Tai Tokerau Northland Economic Action Plan and in December 2019, MBIE released their Destination Management Plan Guidelines. Regional Tourism Organisations are expected to take a lead on behalf of their regions to engage with communities, iwi, hapu, industry and stakeholders in order to design and implement a management framework now and for the future.

An MOU between Te Au Marie Trust, Te Hiringa, Te Puni Kokiri and Northland Inc signed in July 2020 established a partnership under which the Plan is now being developed. Meneth Consulting will deliver the completed Plan early 2021.

The Destination Management Plan has a Leadership Advisory Group, Working Group and sub-groups who will work collaboratively to support and/or enable project implementation.

The formation of the Plan is funded by Te Au Marie Trust and the implementation will initially be funded by MBIE. This position is contractually an employee of Northland Inc.

Role overview: The Portfolio Support role is responsible for ensuring that the Northland Inc CEO, GM Destination, Leadership Group, Working Group and Sub-Groups have the necessary tools required so the Destination Management Plan is implemented for the benefit of the region.

Key Tasks	Expected Outcomes	Work Programme
Portfolio support to the Tai Tokerau Northland Destination Management Plan (DMP)	<ul style="list-style-type: none"> Support the GM Destination to manage and enable the implementation of the Plan portfolio of work, including activity within the existing Plan, pipeline projects and achieving outcomes and results. Provide administrative and coordination support to the GM Destination to ensure project sponsors and managers are effective in their planning, monitoring and delivery of projects. 	<ul style="list-style-type: none"> Portfolio and project documentation assistance and updating including pipeline Portfolio planning involvement Attend Portfolio and/or project meetings Additional coordination as required Assist with DMP communications Assist with supporting risk management Manage logistics for any DMP event and meetings (venue,

	<ul style="list-style-type: none"> • Support the Northland Inc CEO and GM Destination to communicate effectively with stakeholder groups. • Support the Portfolio Manager to manage the risks inherent in the portfolio. • Adhere to good practice in the support of Project Management disciplines across the portfolio and within projects. • Utilise and update the portfolio and project management software 	<p>catering, audio, & technology requirements etc)</p> <ul style="list-style-type: none"> • Champion good practice portfolio/project management disciplines amongst stakeholders and partners. • Utilise and update portfolio and project management software where applicable
Provide support for DMP reporting	<ul style="list-style-type: none"> • Support GM Destination with preparation of reporting to the Working Group and Advisory Group, via a monthly status report. • Support GM Destination with the preparation of Quarterly reports to key stakeholders. 	<ul style="list-style-type: none"> • Support monthly report content collation, editing and proofing • Support quarterly report content collation, editing and proofing
Provide support to the DMP Working Group and Leadership Group, and as required the workstream sub-groups	<ul style="list-style-type: none"> • Coordinate the Working and Leadership Group meetings. As required arrange the workstream sub-group meetings • Support GM Destination to prepare papers in advance of meetings • Circulate meeting papers in advance of meetings • Administer the Working Group and Leadership Group meetings through minute taking, and as required the workstream sub-groups 	<ul style="list-style-type: none"> • Coordinate the Working and Leadership Group meetings. As required arrange the workstream sub-group meetings • Support GM Destination to prepare a meeting papers in advance of meetings • Circulate meeting papers in advance of meetings • Minute taking at the Leadership, Working Group and workstream sub-group meetings
Internal Management	<ul style="list-style-type: none"> • Northland Inc policies are upheld and any expenditure meets the standards required from central agency funding. 	
Other duties	<ul style="list-style-type: none"> • Other tasks as and when required. 	

QUALIFICATIONS

- A relevant tertiary qualification is preferable (project management)
- Previous experience in tourism, project support or coordination preferred
- Hold a Full driver's license.

SKILLS and EXPERIENCE

- Experience working in, and knowledge of, the tourism sector
- Expert multi-tasker and coordinator, with an eye for detail and the ability to manage multiple, competing priorities
- Calm under pressure and able to meet set deadlines
- A demonstrated ability in project support and/or project management and proficiency with associated tools and reporting
- Experience in coordinating high quality reporting for governance, operations and stakeholders to support portfolio management
- Strong communicator who can work collaboratively and build and maintain strong relationships
- Flexible, adaptable, pragmatic, and self-motivated
- A proactive problem solver who can exercise sound judgement
- An understanding of tikanga Maori practices and protocols
- An openness to building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū, iwi, māori, community, industry, enterprise, local and central government
- A team player who can work autonomously when required

TERM:

Full time, fixed term, 12-month contract