“Running the city is dependent on people working together.”

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HOW WE’RE STRUCTURED
This section provides a summary of the corporate structure, our values and the workplace practices we have in place to keep our people safe and engaged.

The chief executive is employed by the elected Council and supported by a management team and over 1,400 staff.

The Council’s chief executive is appointed to deliver the services needed to fulfil the direction set by Council (see the notes to the financial statements on page 171 for details of the chief executive’s remuneration package).

This section provides a summary of the corporate structure, our values and the workplace practices we have in place to keep our people safe and engaged.

The management board is made up of the chief executive and nine directors. The board’s structure reflects the full breadth of council activities. This ensures that all points of view are considered before advice is given and operational decisions made.

The following table shows the management board structure as at 30 June 2011.
Running the city is an enormously varied task. The Council is one of the city’s largest employers: from researchers and urban designers to park rangers and engineers, map makers and dog handlers, life guards, zookeepers and accountants - the skills required to deliver our services are many and diverse. Many staff are also Wellingtonians who reside in the wider community the Council serves. This keeps us motivated and helps us to work together to improve the quality of life for all Wellingtonians.

Many of our services can’t be delivered by one person or even a single group of people. Our services depend on a wide range of people working together – it’s often our staff from across the Council that provide or conduct our business.

For instance, the events we offer, such as those planned for the Rugby World Cup 2011 Festival of Carnivale, each involve extensive planning and preparation. In addition to bringing the performers to the audience, there’s a venue to organise and funding and people to assist with the logistics. It’s often our staff from across the Council that provide or conduct our business.

We work for the community and we must maintain our integrity and impartiality. Our values of respect, trust, and fairness provide the platform on which we deliver our services.

We are an equal opportunities employer and consult staff on how to improve the workplace. Equal employment opportunities ensure that everyone has the same chance to be part of the organisation and share in its successes. Such a workplace is diverse, flexible, skilled, in touch with the needs of Wellington’s people, and able to provide quality services.

As part of our commitment we provide work experiences for refugees and migrants who are unable to find work. The programme has enhanced our organisation by creating a positive work environment, given us greater community engagement and allowed us to better understand and prepare for a more diverse workforce in the future.

We have clear commitments in our employment agreements to act as a good employer in all dealings with our employees. This is supported by good employer commitments contained in our code of conduct.

We also survey all our staff annually to find out how engaged they are in their work. Level of staff engagement is a reflection of overall job satisfaction and indicates that their input is valued.

Staff levels of engagement remain high and continue to show an improving trend from 83% engaged and nearly engaged in 2009 up to 95% this year.

We aim for a work culture that is safety-conscious. We’re an accredited employer under the Accident Compensation Corporation (ACC) Partnership Programme. This programme requires eligible employers to take full responsibility for the rehabilitation of any employee who suffers a workplace injury or illness. Employers in the programme are effectively agreeing to act on behalf of ACC in their own workplace. As a result, we are able to provide injured employees with a comprehensive rehabilitation programme that speeds recovery and improves return to work outcomes.

We encourage balanced, healthy lifestyles. We support staff to participate in leisure and recreational activities. This promotes health and well-being, keeps morale high, and encourages relationships and communication between Council business units. We also up skill staff by providing professional training and networking opportunities.

To achieve the best results for Wellingtonians, we need great people.

We are a large employer, with 1,467 permanent employees. Additionally, we have 114 employees on fixed-term contracts, and a pool of 251 casual employees that help keep services open and running. The workforce is multicultural and evenly split between genders.

Total staff turnover 14% 18% 24% 27% 24% 21% 23%
Resignations 201 273 377 423 377 334 351
New staff 192 204 253 376 270 322 219
Total staff numbers 1,424 1,483 1,561 1,675 1,555 1,393 1,467

The drop in staff numbers observed across the organisation is a major contribution being the due to the Council’s Centre/Delegation model in the year 2011-12. This event is expected to continue to the most appropriate level in the organisation.

The rates of resignation are relatively high. This is in line with national and regional trends, and may be associated with levels of engagement.

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DELEGATIONS AND CONTROLS

Authority to act and commit funding is delegated to the most appropriate level in the organisation.

Each person making a decision or committing funds is accountable for his or her actions.

Our policies governing delegated decision making are described in a Delegations Manual/Standard.

A Delegations Schedule describes the limits of delegated authority in detail for each of the eight levels of authority in the organisation. And the Delegations Register – which is required under legislation – lists Council officers and their individual levels of delegated authority. It consists of a file of signed delegation of authority letters and any other signed authorisation to individual officers.

To ensure the details are kept current, the register is reviewed and updated regularly as people join and leave the organization. Delegations are automatically revoked when people leave or change their position.

A financial management information system is used to monitor spending decisions. Under this system, all transactions can be accounted for and allocated to a cost centre. The system automatically refers transactions, is purchase orders, to someone with the appropriate cost centre/delegation level for approval and authorisation.

Council activities are subject to both internal and external audit.

Our risk assurance team works to ensure that risk management and internal control systems are soundly based and operate effectively. The director of this team reports directly to the chief executives.

The Council’s Audit and Risk Management Subcommittee is responsible for reviewing the adequacy of our financial management and reporting, internal control systems, risk management processes and compliance with legislative requirements. The subcommittee is made up of four elected members and two external members.

It meets quarterly and receives reports from the risk assurance team and the Council’s internal auditors. It questions officers about any issues that have been raised in those reports and the measures taken to address them.