



Senior Water and Wastewater Reticulation Assistant

Part one: Job Description

Job title: Senior Water and Wastewater Reticulation Assistant

Location: Carterton

Status: Permanent full time

Effective: December 2023

Team: Infrastructure Services

1. Role of the Infrastructure Services Team

The Infrastructure Services Team supports the delivery of the Council's Long Term Plan objectives and community wellbeing outcomes through the management of infrastructure services and functions including Water Services (Drinking Water, Wastewater, Stormwater and Water Races), Asset Management, and Roading.

2. Role of the Three Waters Team

The Three Waters Team delivers the three waters compliance, consents and manages Council's operational treatment plants and reticulation networks.

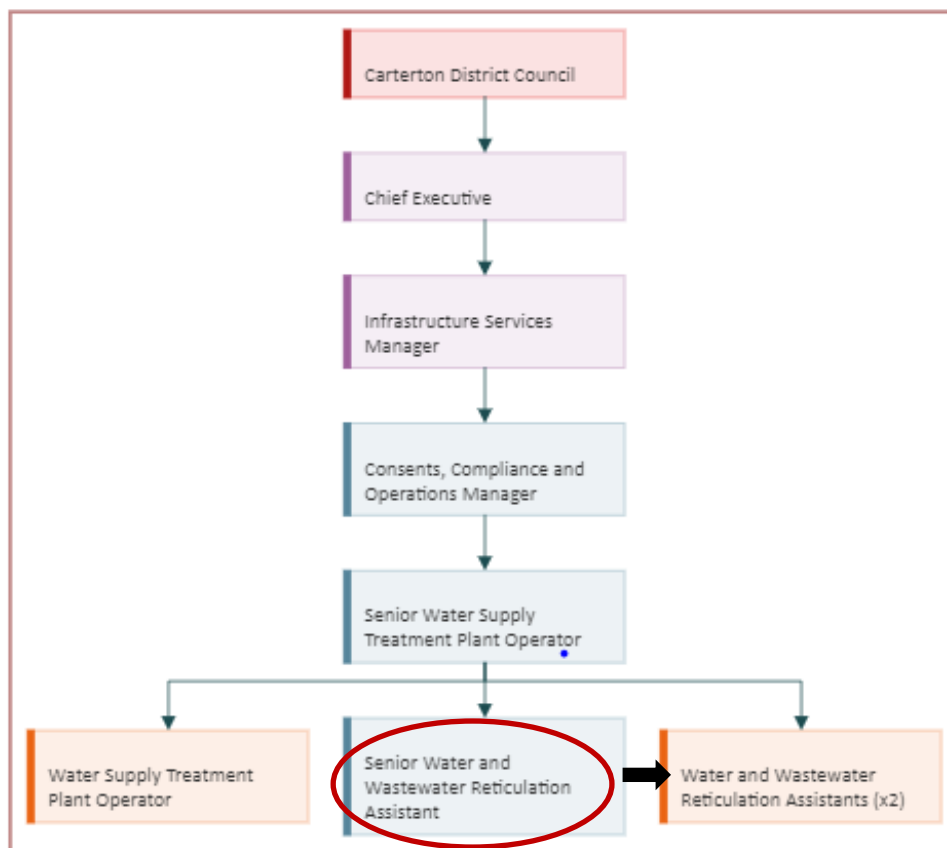
3. Purpose of the Role

The purpose of the Senior Water and Wastewater Reticulation Assistant is to deliver the day-to-day supervision and maintenance of the water and wastewater reticulation network so that council levels of service are met.

4. Responsibilities

- Supervise and coordinate the day-to-day operations of the team, workflows, and delivery of services.
- Maintain Council's water, wastewater and stormwater reticulation pipes, valves, and fire hydrants throughout the urban network.
- Assist in the maintenance of Council's treatment plants, including pumps and reservoirs.

5. Organisation Context:



6. Working relationships/reporting lines

The Senior Water and Wastewater Reticulation Assistant reports to the Senior Water Supply Treatment Plant Operator and has responsibility for the day-to-day supervision of 2 direct reports.

Additionally, the role will have contact with a number of internal and external contacts including, but not limited to:

External relationships	Internal relationships
<ul style="list-style-type: none">• Local Councils and Regional Council• Waka Kotahi - New Zealand Transport Agency• External Contractors• Ratepayers and members of the public• Other territorial authorities	<ul style="list-style-type: none">• Infrastructure Services Manager• Consents, Compliance and Operations Manager• Operations Teams• Other Council staff

7. Key Result Areas

KEY RESULT AREAS	KEY TASKS
Team Supervision	<ul style="list-style-type: none"> • Supervise and coordinate the team's activities including organising and scheduling jobs, ensuring available resourcing of staff, equipment, and parts. • Ensure daily workflows and systems run smoothly and efficiently, and capably meet varying levels of demand. • Ensure all aspects of traffic management and health and safety are undertaken when carrying out works to keep staff safe. • Foster a team environment that promotes and enables an effective, high performing, engaged and connected team. • Encourage a focus on customer service, achieving a team culture of strong customer experience and continuous improvement in service delivery. • Manage team training and development activities ensuring best practice and industry standards are met. • Escalate concerns or issues as required.
Three Waters Operations	<ul style="list-style-type: none"> • Assist in the maintenance of water and wastewater pipes including leak repairs, installation of new fittings, flushing of pipes, and water testing. • Provide stormwater, hydrant and valve maintenance and repairs including required street cleaning / refuse maintenance. • Provide traffic management control and services as required and following safety and best practice guidelines. • Undertake manual excavation and reinstatement work as required. • Operate small plant and equipment safely and according to safe operating practices. • Provide weekend on-call roster and emergency work inclusive of storm events, fire and natural disasters ensuring that all afterhours alarms are responded to in a timely manner and to meet levels of service. • Ensure records are completed accurately and presented in a timely and tidy manner. • Undertake repairs in a safe and efficient manner. • Provide prompt and efficient response to customer service requests within Council's level of service timeframes. • Ensure customers are informed, and businesses are consulted, before any shutdowns which may affect their water supply or wastewater services are undertaken.

Treatment Plants	<ul style="list-style-type: none"> • Assist in the maintenance of Council's treatment plants, including pumps and reservoirs. • Provide weekend on-call roster and emergency work ensuring that call outs are responded to in a timely manner and to meet levels of service. • Identify and report any faults or defects requiring attention immediately. • Undertake repairs in a safe, hygienic, and efficient manner.
Health, Safety and Wellbeing	<ul style="list-style-type: none"> • Actively participate in Health Safety and Wellbeing (HS&W) activities at CDC. • Demonstrate your understanding of HS&W related policies and procedures. • Be accountable for your actions at all times while adhering the Health and Safety at Work Act (2015). • Actively raise awareness to others about HS&W in the workplace. • Actively participate in safety reporting and hazard management. • Demonstrate HS&W practices to colleagues.
Council Contribution	<ul style="list-style-type: none"> • Deliver on overall Council contribution if and when required to ensure Council's overall business goals are achieved as well as developing own professional abilities on a continuous basis. • Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with staff, and internal and external stakeholders. • Act as an ambassador for Council and its services. • Contribute to the promotion of the principles of Te Tiriti o Waitangi and work in partnership with Māori. • Act within professional guidelines and Council policies at all times. • Participate in Council's emergency preparation and response as practicable, including working with the Emergency Operations Centre when directed. • Actively participate in and contribute to performance improvement and development. • Participate and contribute to management support initiatives. • Additional tasks, duties or responsibilities as directed by Senior Water Supply Treatment Plant Operator or Consents, Compliance and Operations Manager

Part two: Person Specification

1. Qualifications, skills and experience

- Experience and knowledge in Infrastructure Works (Pipeline Construction and Maintenance) with strands in Drinking-water, Wastewater and Stormwater, and Trenchless Technologies preferred.
- A sound working knowledge of reticulation and industry practices.
- Proven experience in the operation and maintenance of water and drainage reticulation systems.
- Industry training and competency qualifications:
 - Traffic Management – Traffic Controller, Preferably STMS L1
 - Working in Confined Spaces,
 - Working At heights,
 - Mobile and Elevated Platforms
 - Crane training – use of a HIAB and trained dogman
- Class 1 full New Zealand drivers licence, additional heavy vehicle licences and endorsements an advantage.

2. Personal attributes

- Excellent leader and team player who works well under pressure, but is comfortable working autonomously
- Ability to use initiative, analyse problems and formulate appropriate solutions
- Ability to manage own workloads, prioritising and planning effectively to ensure timely delivery of services.
- An understanding of safe work practices, the ability to think fast and react quickly and a reasonable standard of physical fitness.

3. Behavioural competencies

WORKING CO-OPERATIVELY

Working effectively with others inside and outside the organisation. Taking actions that demonstrate consideration for the feelings and needs of others and awareness of the impact of ones behaviour on others.

ANALYSIS (PROBLEM IDENTIFICATION)

Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data form different sources; identifying relationships.

JUDGEMENT (PROBLEM SOLUTION)

Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into account resources, constraints and organisational values.

LEADERSHIP (INFLUENCE)

Using appropriate interpersonal styles and methods to inspire and guide individuals and groups (staff, peers and managers) toward goal achievement; modifying behaviour to accommodate tasks, situations and individuals involved. Gaining agreement/commitment to ideas, plans or courses of action.

ORGANISATIONAL AWARENESS

Having and using knowledge of systems, situations, pressures and culture inside the organisation to identify potential organisational problems and opportunities; perceiving the impact and implications of decisions on other components of the organisation.

CLIENT SERVICE ORIENTATION

Making efforts to listen to and understand clients (both internal and external); anticipating client needs; giving high priority to client satisfaction.

EXTRA-ORGANISATIONAL AWARENESS

Having and using knowledge of societal, technical, political and governmental issues outside the organisation to identify potential problems and opportunities; perceiving the organisational impact and implications of decisions relative to these factors.

WORK STANDARDS

Setting high goals or standards of performance for self, staff, and the organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.

PLANNING AND ORGANISING

Establishing a course of action for self and others to accomplish a specific goal; planning proper assignment of personnel and resources.

PROJECT PLANNING

Establishing a course of action to accomplish a specific project or goal; planning proper personnel assignments and appropriate allocation of resources; developing contingency plans.

INTEGRITY

Maintaining and promoting social, ethical, and organisational norms in conducting internal and external business activities.

COMMUNICATION

Expressing ideas effectively in individual and group situations (including non-verbal communication); adjusting language structure or terminology both orally and in memoranda, letters and reports to the characteristics and needs of the audience.