



## Waters Operations Manager

### Part one: Job Description

**Job title:** Waters Operations Manager

**Location:** Carterton

**Status:** Permanent full time

**Effective:** January 2024

**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 Roding.

#### 2. Role of the Waters Operations Team

The Waters Operations Team delivers Water, Wastewater, Stormwater and Water Race services to the Carterton Community that meet Council levels of service, legislative and consent obligations, and community expectations.

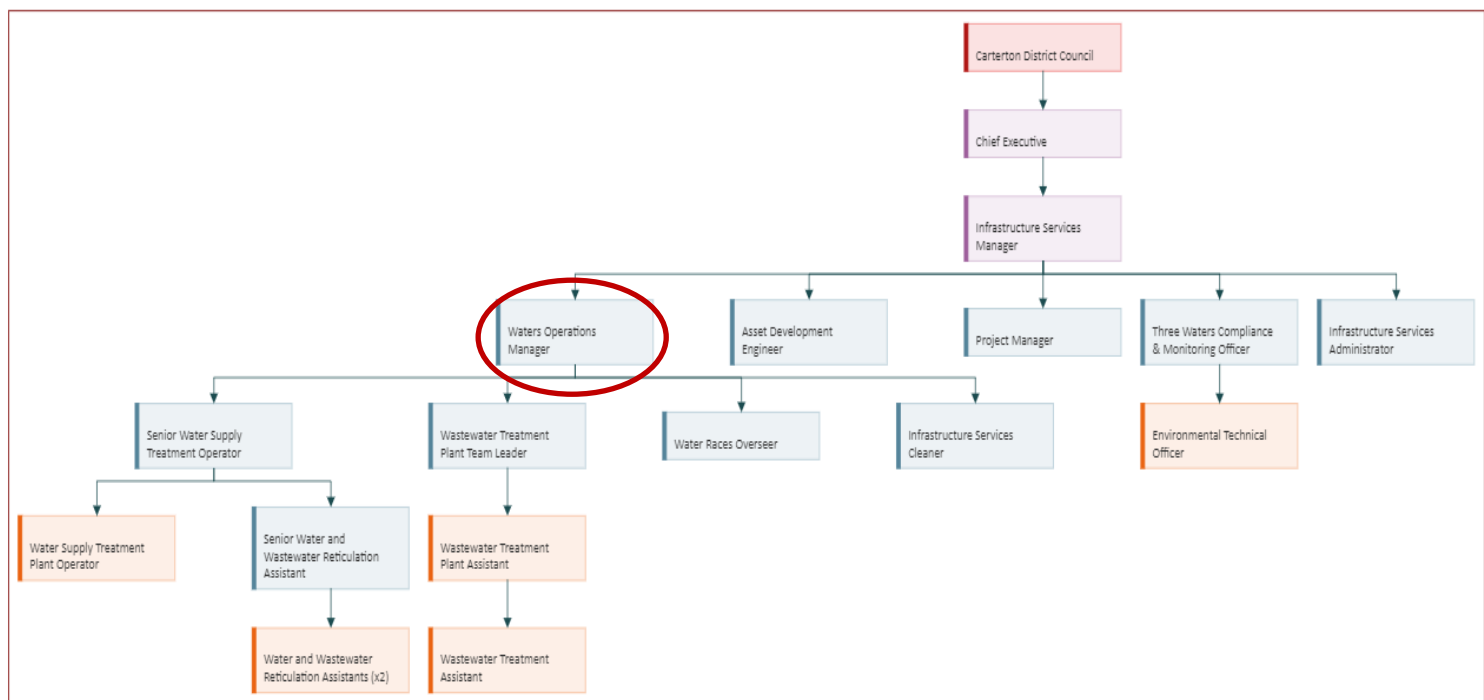
#### 3. Purpose of the Role

The purpose of the Waters Operations Manager role is to lead and manage the operational service delivery of Council's water services ensuring safe, compliant, efficient, and cost-effective solutions for operations and maintenance, of Council's water assets.

#### 4. Responsibilities

- Lead the Waters Operations Team ensuring appropriate staffing, effective planning, prioritisation, and coordination of workloads to ensure outcomes are delivered within required timeframes, on budget, and to agreed service standards.
- Manage the day-to-day delivery of council water services including water supply, water and wastewater treatment, compliance, leak repairs, storm water maintenance, and asset maintenance.
- Ensure the prompt and efficient response and resolution of customer service requests.
- Develop and maintain strong working relationships with key stakeholders including Council Committees.
- Contribute to organisational planning and reporting including contributing to Council's Annual Plan, Long Term Plan, and Council and Committee reporting.

## 5. Organisation Context:



## 6. Working relationships/reporting lines

The Water Operations Manager reports to the Infrastructure Services Manager and has 4 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"> <li>Local Councils and Regional Council</li> <li>Iwi, hapū and mana whenua</li> <li>Waka Kotahi - New Zealand Transport Agency</li> <li>External Contractors</li> <li>Regional networks</li> <li>Ratepayers and members of the public</li> <li>Other territorial authorities</li> </ul>	<ul style="list-style-type: none"> <li>Mayor, Councillors and Committees</li> <li>Chief Executive Officer</li> <li>Infrastructure Services Manager</li> <li>Management Team and Managers individually</li> <li>All Council staff</li> </ul>

## 7. Key Result Areas

KEY RESULT AREAS	KEY TASKS
<b>Team Leadership</b>	<ul style="list-style-type: none"> <li>• Lead the efficient and effective service delivery of the Waters Operations Team (water reticulation, utilities, water races) ensuring appropriate staffing levels with the necessary experience, skills and tools.</li> <li>• Use effective planning, prioritisation, and coordination of workloads to ensure outcomes are delivered within required timeframes, on budget, and to agreed service standards.</li> <li>• Foster a team environment that promotes and enables an effective, high performing, engaged and connected team.</li> <li>• Ensure that there are the appropriate processes, checks and balances in place so that all work from the Team is consistently of a high quality.</li> <li>• Drive continuous improvement and be committed to identifying, prioritising, and delivering outcomes that meet the Council's and community's expectations.</li> <li>• Communicate and disseminate council information effectively with team members through appropriate methods including regular staff and one-on-one meetings.</li> <li>• Develop and manage team members' performance through the Council's appraisal framework including establishing agreed objectives and completing performance and development reviews.</li> <li>• Manage staff timesheets and leave requests.</li> <li>• Relieve in the Infrastructure Services Manager's role as required.</li> </ul>
<b>Operational Oversight</b>	<ul style="list-style-type: none"> <li>• Manage the day-to-day delivery of council water services including water supply, water treatment, leak repairs, wastewater network and treatment, wastewater and sewer functions, compliance, and asset maintenance.</li> <li>• Ensure water services are compliant, operate effectively and efficiently, and all issues are resolved promptly and appropriately.</li> <li>• Manage the water race network to meet Council's level of service for users and Committee reporting.</li> <li>• Ensure the provision of stormwater services including required street cleaning / refuse maintenance.</li> <li>• Provide sound, comprehensive, and professional advice to staff, councillors, stakeholders and contractors on relevant waters operation and service issues.</li> <li>• Ensure weekend on-call rosters 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.</li> </ul>

<b>Community and Stakeholder Relationships</b>	<ul style="list-style-type: none"> <li>• Ensure the prompt and efficient response to customer service requests within Council's level of service timeframes including notifications prior to planned service disruption.</li> <li>• Develop and maintain strong working relationships with council staff, councillors, iwi, mana whenua, other councils' staff, and community stakeholders.</li> <li>• Understand contract management, and manage delivery proactively, resolving issues that arise and anticipating business needs and potential problems.</li> <li>• Prepare concise and helpful explanatory material on Council's water, wastewater, stormwater and water races to assist and inform business owners, Council staff and other regulatory agencies.</li> <li>• Attend and, where required, present at Council, Committees, Advisory Groups, and staff meetings.</li> <li>• Where appropriate, represent the Council in negotiations with internal parties so as to promote functional relationships within Council.</li> </ul>
<b>Planning and Reporting</b>	<ul style="list-style-type: none"> <li>• Provide specific input, including planning and reporting, to the Annual Plan, Annual Report, Long Term Plan and related budgeting and performance measures.</li> <li>• Provide high quality reporting and presentations to the Executive Management Team, Council, Committees, Advisory Groups, and Central Government as required.</li> <li>• Assist in the development and maintenance of the asset management system including ensuring accurate and up-to-date information is recorded.</li> <li>• Work with relevant teams and the Asset Engineer in the planning of water asset renewals.</li> <li>• Prepare and manage monthly maintenance programmes for all activities relating to waters operations.</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Manage approved operational budgets in the Long Term Plan and Annual Plan.</li> <li>• Assist in the preparation budgets for Long Term Plan and Annual Plan including the development of business cases to support applications.</li> <li>• Forecast monthly and annual expenditure.</li> <li>• Manage and record all maintenance activity costs.</li> </ul>
<b>Health, Safety and Wellbeing</b>	<ul style="list-style-type: none"> <li>• Lead appropriate HS&amp;W practices while ensuring own HS&amp;W and that of your team.</li> <li>• Actively promote and support initiatives and a culture of responsibility and accountability for HS&amp;W within the workplace.</li> <li>• Prioritise HS&amp;W as being a critical part of how we do our business.</li> <li>• Promote initiatives that create a safe and healthy workplace.</li> <li>• Encourage HS&amp;W focused conversations within the workplace.</li> </ul>

<b>Council Contribution</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Act as an ambassador for Council and its services.</li> <li>• Contribute to the promotion of the principles of Te Tiriti o Waitangi and work in partnership with Māori.</li> <li>• Act within professional guidelines and Council policies at all times.</li> <li>• Participate in Council's emergency preparation, training, and response as practicable, including working with the Emergency Operations Centre when directed.</li> <li>• Actively participate in and contribute to performance improvement and development.</li> <li>• Participate and contribute to management support initiatives.</li> <li>• Additional tasks, duties or responsibilities as directed the Infrastructure Services Manager.</li> </ul>
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## Part two: Person Specification

### 1. Qualifications, skills and experience

- A tertiary qualification in Engineering or related field, or relevant equivalent work experience
- 5+ years' experience in a senior role with strong working knowledge of water treatment and operations
- Good understanding of relevant legislation eg. Public Works Act, Local Government Act, New Zealand Drinking Water Standards, Water Services Act, Resource Management Act, Policies and Bylaws
- Good working knowledge of NZS3910, NZS3917, Engineering NZ shortform agreement and CCCS
- Fully conversant with relevant computer software applications
- Experience in the development and management of contracts for the delivery of services through external contractors
- Demonstrated ability to provide leadership over a range of specialist areas taking into account policy, strategic and operational needs
- Demonstrated ability to lead and influence across a wide range of diverse groups
- Class 1 full New Zealand Drivers Licence.

## **2. Personal attributes**

- Strong strategic ability, able to drive and influence decisions confidently with highly developed interpersonal and communication skills
- Solution focused, understands the need for key relationships, acts with honesty, transparency and empathy for people and communities
- Innovative mind set, is an improvement focused team player that shows initiative and inspires commitment to achieve Council outcomes
- Strong decision making and problem-solving skills, can confidently analyse and apply key information with good judgement and takes accountability
- Excellent written and oral communication skills, in particular, an ability to effectively and concisely present information to the Council, Council Committees, and the public
- Leadership style that empowers, motivates and encourages staff to perform at their best, through recognising and valuing their contributions and encouraging their development
- An understanding of safe work practices, the ability to think fast and react quickly, and a reasonable standard of physical fitness
- Be able to deal with challenging situations and have strong negotiation skills and the ability to facilitate outcomes
- A willingness to work outside of normal working hours when required.

## **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.