

## Position Description

<b>POSITION</b>	: <b>Water Services Operations Manager</b>
<b>REPORTS TO</b>	: Group Manager – Three Waters
<b>LOCATION</b>	: Alexandra

### Primary Objective

The Water Services Operations Manager will be responsible for managing the three waters operational, compliance, and customer management and engagement activities and minor capital works.

The Water Services Operations Manager will work collaboratively within the wider three waters group to provide safe, reliable, and compliant water and wastewater services which support our local economy and communities.

To ensure that council:

- meets its full legal and regulatory obligations,
- services are provided to the agreed and planned levels,
- services are delivered reliably, responsibly, and with empathy and equity,
- expenditure is within the approved budgets for this work.

Councils Water Services include water, wastewater and stormwater activities and assets.

### Our Values

Our values embody the culture of the Central Otago District Council, how we behave and how decisions are made. They are built by staff, for staff, ensuring that all employees are on the same page so we can achieve and deliver our vision.

  
**Be**  
**Respectful**

  
**Work**  
**together**

  
**Be**  
**courageous**

  
**Me manaaki tētahi ki tētahi, me  
pakihiwitahi te tū – kia haere tahi ai tātou**

Respect each other, stand shoulder to shoulder – so that we may travel on this journey together

### Key Accountabilities

#### People Management

- Demonstrate strong leadership of the Water Operations, Customer, and Compliance Teams including actively participating in the Leadership Team.
- Clearly articulate expected outcomes for the team.

- Decisions are made effectively (timely, substantively researched, pragmatic) and communicated clearly.
- Clearly articulate expectations for individual roles and performance levels so staff have clear context and purpose for their responsibilities.
- Staff are encouraged to communicate openly with superiors, subordinates and colleagues in an environment that empowers them to do so.
- Staff are tracked against performance expectations and given regular feedback on their level of achievement.
- Personal and staff learning, and development needs are identified, planned and monitored for achievement.
- Training and development plans are recorded, and coaching/training is implemented as appropriate.

### **Contract Management and Operational Delivery**

- Direct responsibility for the management of operations and maintenance activities associated with all three waters contracts.
- Responsible for the development of contract documents and procurement of maintenance and operations activities in accordance with Council approved procurement plans.
- Act as engineer's representative for designated operations and maintenance contracts under the requirements of NZS 3910 or NZ 3915.
- Demonstrate a robust understanding of Council three waters operations and maintenance contracts in order to ensure appropriate contractor and KPI performance and contract administration functions.
- Develop detailed annual and 3-year operations works programmes and prioritise to ensure delivery within the Council approved budgets for this work.
- Develop maintenance intervention and asset criticality strategies.
- Develop and undertake regular review and updates of operations plans.
- Safety, quality and environmental performance oversight on three waters operational work including performance monitoring and auditing and report on contractor performance.
- Actively promote technical improvements in line with best practice policies

### **Financial Management**

- Responsible for sound financial management of water and wastewater operational and associated renewal budgets.
- Work is managed to ensure that it is programmed and delivered within the value of the Council approved budgets.
- That work is delivered cost effectively and in accordance with Councils procurement requirements.

### **Legislative Compliance**

- Ensure resource consents are in place for all required activities, and applications for new consents are prepared in a timely manner in accordance with legal requirements.
- Ensure all water and wastewater monitoring requirements and resource consent conditions are met.
- Ensure that the legal requirements for operating all existing water supply and wastewater schemes are met.
- Ensure the effective operation of council's water, and wastewater systems in compliance with legislative requirements, asset management plans and good practice.

### **Activity Management**

- Undertake regular monitoring of leading and lagging measures where these relate to operational and compliance activities. This includes the provision of information for reporting to meet legislative requirements for drinking water, wastewater, and stormwater compliance and Council annual reports.
- Ensure the provision of timely asset data, condition and compliance information is provided to enable information management databases and asset registers to be maintained with up-to-date information.
- Provide technical input into assessments for extensions, improvements and new infrastructure., and renewal programmes.
- Provide input into identifying, developing and prioritising works required for the long-term programme, activity management plans, and other plans where required.

### **Customer Engagement**

- Ensure that a high level of customer service and engagement is provided at all times, including timely and quality information is provided regarding interruptions to supply, performance issues, and changes to levels of service.

### **Collaborative Engagement**

- Participate in regular planning exercises with other Three Waters Group members as appropriate.
- Represent Council's interest on technical committees, working parties and forums at both local and national level.
- Develop and maintain positive communication with members of the public, and elected members, and other staff and attend meetings as appropriate.

### **Organisational Accountabilities**

Key result areas have been identified to assist in formulating performance objectives. The duties of the position are being carried out to a satisfactory standard when:

1. Undertake other activities, duties or projects (including "internal projects") as directed by your manager/group manager in an efficient and effective manner.
2. Attend and participate in emergency operations training (CIMS) and contingency planning to prepare for an emergency management event and actively participating in training exercises.
3. Assist Council, as required, in managing a civil defence event, having due regard to the safety of your family.
4. Responsible for exercising professional due diligence when undertaking the responsibilities of the role in relation to both legislation for the supply of drinking water, and national environmental standards, regional plans and resource consents.
5. Responsible for the safe management of group activities and to support and enable the CEO and Council as a PCBU to fulfil their duties under the Health and Safety legislation.

6. Champion, comply and promote Council's health and safety systems, policies and procedures, current legislation, regulations and good practice ensuring you keep yourself, our Council and others safe.

## Delegations

Makes decisions within the authority delegated by the Group Manager – Three Waters.

## Personal Qualities and Qualifications

### Experience/Knowledge

- Significant water supply, and wastewater technical management experience
- Strong leadership and people management skills to create a high performing team
- Ability to develop strong honest relationships built on trust with external and internal stakeholders
- Maintain a professional standard of interpersonal communication, including facilitation and conflict resolution skills
- Well organised and consistent in setting, prioritising and meeting deadlines
- Works collaboratively to enhance and develop team performance
- Ability to influence and engage stakeholders in change initiatives, and bring people together to address difficult issues
- Takes responsibility and accountability for their own actions and day to day decision making
- Proven financial management and budgeting experience
- Excellent written and oral communication, presentation, and facilitation skills
- Technology savvy
- Experience in working within a local authority and with communities
- Strong customer service focus
- Professional qualification in engineering, and a relevant qualification in water/wastewater treatment
- Over 10 years' experience

### Personal Qualities

- Self-motivated
- Ability to work in a multi-disciplinary team
- Ability to work with a minimum of supervision
- Honesty and integrity
- Initiative and resourcefulness to work in a role with delegated responsibility
- Able to cope with a variety of situations
- Able to resolve potential conflicts with internal and external customers

- Able to express ideas clearly
- Listening skills
- Able to report effectively
- Supportive
- Adaptability
- Ability to promote the desired interest of the Central Otago District Council through good public relations

## **Relationships**

### **External**

All public  
Contractors, consultants and service providers  
Iwi representatives  
Regulators, including Tuamata Arowai, Ministry of Health, Otago Regional Council  
Government departments and agencies  
Civil Defence Emergency Management  
Other councils

### **Internal**

Chief Executive Officer  
Group Manager – Three Waters  
Executive Leadership Team  
Water Services team  
  
Infrastructure Services team  
Elected members  
Other staff