

Parks and Property Officer

UNIT/TEAM	Infrastructure Operations
REPORTS TO	Parks & Property Lead
ROLE PURPOSE	As a member of the Parks & Property team this role is responsible and accountable for the delivery of job specific responsibilities in line with their Business Units program of work.

HOROWHENUA 2040 VISION

Growing neighbourhoods and building stronger communities together.

He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hapori – mai i te pae maunga o Tararua ki te moana - With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.

COUNCIL'S VISION

Working together to take Horowhenua from good to great.

COUNCIL'S MISSION

In achieving our vision we will ensure that we are working towards:

- Customer Excellence
- Operations Excellence
- Product Excellence
- People Excellence

OUR VALUES

Greatness	We never settle until our good is better and our better is great!
Real unity	We make it happen, together!
Energy	We use our energy to perform and succeed!
Achievement	We deliver exceptional results!
Trust	We create trust by living with integrity!

KEY RESULT AREAS

KEY RESPONSIBILITIES	SUMMARY OF OUTCOMES
<p>Provide high levels of customer services to promote and sustain positive relationships with the local community through liaising, interpreting and managing community priorities within Council's overarching strategic frameworks.</p>	<p>Ensure services are delivered in an effective and customer focussed way, and that effective working relationships are maintained with key stakeholders.</p> <p>Establish and maintain cooperative relationships with different business units within Council.</p> <p>Deliver exceptional customer service responding to concerns, enquiries, and reported problems in a timely manner, and providing feedback to customers.</p>
<p>Monitor contractors and ensure, through collaboration with Providers, that services are delivered on time, to specification, and within budget</p>	<p>Assist with the drafting, publication and negotiation of maintenance tenders for service contracts as directed by the Parks and Property Lead.</p> <p>Supervise the daily delivery of service contracts in accordance with set levels of service agreements, and assist with the preparation of variations to revise contractual agreements as requested from the Parks and Property Manager.</p> <p>Assist in the development and implementation of quality control measures including auditing contract specifications to ensure service delivery is in line with contractual agreements.</p> <p>Process end-of-month claims or invoices for relevant Parks and Property service contracts and activities and provide relevant information to lead officers.</p> <p>Assist with on-going review and forecasting of operational budgets.</p> <p>Conduct regular meetings with contractors as stipulated by the contractual agreements and facilitate the resolution of contractual disputes through the application of the partnership model.</p> <p>In conjunction with other members of the team ensure Councils fleet and plant maintenance is scheduled and undertaken to ensure it remains in safe and roadworthy condition.</p>
<p>Ensure the annual project program is completed efficiently, safely, and within budget.</p>	<p>Assist with the drafting, publication and negotiation of project tenders as directed by the Parks and Property Lead.</p> <p>Undertake asset condition rating assessments and, quantify, price and schedule corresponding capital renewals across Council assets district wide.</p> <p>Process end-of-month claims or invoices for relevant Parks and Property project works.</p> <p>Assisting with on-going review and forecasting of capital budgets.</p>
<p>Manage statutory and legislative compliance relating to work areas.</p>	<p>Keep abreast of regulatory and legislative changes relating to their work areas and will hold relevant warrants of appointment.</p>

	Undertake legal and regulatory compliance as and when required.
Contribute to the development of protocols, processes, policies, and productivity within the Parks and Property function and wider organisation.	<p>In order to meet its regulatory and legislative challenges, ensure a proactive approach to Council business, and deliver meaningful community and customer outcomes the job -holder will need to design, generate, and implement a range of policies, protocols, and procedures. Some will be completed individually others in partnership with colleagues and/or consultants and Councillors</p> <p>Formulate customer surveys and collate relevant information to inform the business plans and asset management plans</p> <p>Assess customer requirements to shape and set standards for future service provision, service monitoring, compiling of overall business planning and to serve as input into asset management plans</p> <p>Assist with the establishment of geographical information and supportive documentation to assist in the analysis and planning of park management activities</p>
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.	<p>Additional tasks, duties or responsibilities as directed by the manager.</p> <p>Participate and contribute to management support initiatives.</p> <p>Process all Council information as per approved electronic records management system and procedures.</p>
Customer Focus	Ensure services are delivered in an effective and customer focussed way, and that effective working relationships are maintained with key stakeholders.
Organisational Support	<p>Participates in Emergency Management activities.</p> <p>Approved procedures, information systems and policies are documented and complied with.</p> <p>Develop, maintain and extend professional knowledge and contacts.</p> <p>Participates in Council's performance management programme.</p>
<p>Occupational Health and Safety</p> <p>Take all reasonable practicable steps to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or inaction.</p> <p>Demonstrate a personal commitment to Health and Safety in accordance with HDC's Health and Safety Policy</p>	<p>Hazards are identified and control measures followed.</p> <p>Work-related accidents, incidents and illnesses are reported through the HDC health & safety programme PeopleSafe.</p> <p>Emergency procedures are followed.</p> <p>Actively participates in improvements to, and ongoing management of health and safety in the workplace.</p> <p>Personal protective equipment is worn/used correctly, including as required to comply with requirements of contractor controlled worksites.</p> <p>Safe work practices are demonstrated.</p>

DELEGATIONS

Direct Reports	No	
Financial	<p>Annual Operating budgets would apply as approved by the Chief Executive Officer.</p> <p>Will exercise formal delegations in relation to operational, staffing and budget as assigned by the Chief Executive Officer.</p> <p>Financial delegation is \$15,000 for operational expenses within an approved budget and \$15,000 for capital expenses within an approved budget.</p> <p>Statutory delegation would apply as approved from Council from time to time</p>	
Warrants Required:	As below	
Legislative Function:	Legislation and/or Bylaw	Section and/or Bylaw
Enforcement	Local Government Act 2002	<p>Section 164 - Seizure of Property not on Private Land</p> <p>Section 171 - General powers of entry</p> <p>Section 172 - Power of entry for enforcement purposes</p> <p>Section 173 - Power of entry in cases of emergency</p> <p>Section 174 - Authority to act</p>
	Local Government Act 1974	Requiring removal of overhanging trees etc. with the exception of trees scheduled or generally protected by the Operative District Plan
	Litter Act	Litter Control Officer
	Horowhenua District Council Bylaws and Policies	Public Places Bylaw Animal Nuisance and Keeping of Pigs, Poultry, and Bees Bylaw
	Reserves Act 1985	Section 8 – Honorary Ranger
	Camping Grounds Regulations 1985	

COMPETENCIES

A successful Parks & Property Officer at HDC will demonstrate the following competencies:

- **Achievement** - Demonstrates a strong focus on high performance standards and personal achievement. Goes above and beyond to exceed expectations.
- **Communication** - Communicate in a clear, confident and articulate manner. Is effective at influencing others.
- **Implementation** - Is reliable, detail-focused and meticulous. Follows through on plans to ensure they are carried out accordingly.
- **Resilience** - Remains calm, composed, and optimistic in stressful or high pressure situations.
- **Self-Insight** - Is aware of own strengths and weaknesses and actively seeks out opportunities for new learning and growth.

- **Strategic Agility** - Takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies strategies and plans, and is comfortable with managed risks.
- **Business Acumen**- Maximise returns in the business is future-orientated and strategic and seeks areas for business improvement.
- **Teamwork** - Supports and collaborates with team members to achieve targets.
- **Mental Power** – Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts.

EXPERIENCE/QUALIFICATIONS

Essential:

- A good understanding of processes and regulations in one or more of the relevant disciplines.
- Awareness and preparedness to achieve a working knowledge relating to the following legislation and all subsequent amendments
 - The Building Act 2004
 - Electrical (Safety) Regulations 2010
 - Fire Safety and Evacuation of Buildings Regulations 2006
 - Plumbers , Gasfitters and Drainlayers Act 2006
 - Health and Safety at Work Act 2015
 - Burial and Cremation Act 1964
 - Camping Ground Regulations 1985
 - Fencing Act 1978
 - Forests Act 1949
 - Residential Tenancies Act 1986
 - Wildlife Act 1953.
- Knowledge relating to local Authority processes and procedures
Good computer skills including Microsoft office skills
- Willingness to undergo pre-employments checks and screenings such as psychometric assessments, drug- and alcohol testing, etc.
- A current and valid NZ driver's license
- Willingness to attend meetings and events outside office hours. The role will require multi-disciplinary working over a range of services and as such the job-holder will be required to upskill themselves in initial areas of weakness.

Job Specific Knowledge and Skills:

- For this role, qualifications or extensive experience in grounds maintenance, facilities, property, building management/regulation, or legal experience (particularly in reference to leases) will be of advantage
- Local Government Act
- Resource Management Act
- Sound knowledge of local government procedures, protocol and policies
- Ability to analyse and establish new policies and procedures
- Ability to communicate on an advanced level.
- Should have an advanced knowledge on the principles of customer care and service, including customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- Presentation and communication skills with knowledge of sound ways to inform audiences (individuals or groups) through written, oral and visual media.

KEY RELATIONSHIPS

Internal:

- Parks & Property Team
- Parks & Property Manager
- Chief Executive
- Group Managers
- Other Council Managers and staff
- Mayor, Councillors and Community Board Members

External:

- Customers
- Other relevant technical professionals
- Consultants, contractors and developers
- Council's contractors and professional service providers
- The Horowhenua Community
- Local Iwi Groups
- Members of the general public

CIVIL DEFENCE DUTIES

All staff of Horowhenua District Council may be required to undertake Civil Defence duties in the event of an emergency, training will be given as appropriate.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.