

Contract Manager Waste and Recycling

Location	Thames	
Reports to	Solid Waste Manager	
Group	Infrastructure	
Direct Reports	Nil	
Financial authority	\$20,000	
Functional Relationships	Internal Solid Waste Manager and team Infrastructure Manager and team, Customer Services team, Health and Safety team, Communications, team, Finance team and all staff.	External Other Territorial Authorities, contractors and consultants, customers, Iwi, stakeholder groups, Ministry for the Environment (MfE), WasteMINZ and Industry groups.

Our Council

As one of the largest employers on the Coromandel Peninsula, we are proud to be Thames-Coromandel District Council.

We will provide high quality, affordable services and facilities with excellent customer service. We will maintain innovative leadership and empower our communities. We will strive to make the Coromandel Peninsula a desirable place to live, work and visit.

To achieve our vision we aim to attract, employ and support people to be their best while being guided by our core values of **respect, integrity, innovation** and **teamwork**.

How you fit

The Contract Manager for Waste and Recycling is responsible for contract management and administration; monitoring contract performance;; overseeing operational matters and conducting regular audits.

As part of the Solid Waste Team this role works closely with Council staff, as well as key suppliers and stakeholders, to support the overall delivery of the solid waste activity. The role includes acting as Client's Representative on Council's Solid Waste contracts and other relevant projects, and the management of assigned projects.

Acting as the Engineer's Representative for Council's Solid Waste contracts, this role is key to ensuring solid waste services and waste disposal contracts deliver agreed services effectively and efficiently. Identifying and collaboratively managing issues and risks that may arise through the life of the contract as well as implementing robust financial and operational processes forms an important part of the role.

Your responsibilities

Accountable for	Successful when
Contract Management and Administration	<p>The solid waste contracts are managed and administered in accordance with contractual requirements.</p> <p>Collaborative, professional and consultative relationships are maintained at all times.</p> <p>Contractors engaged by Council are selected, inducted, and audited according to the safety requirements and obligations.</p> <p>Regular contract meetings are scheduled and conducted, and all contractual communications are appropriately documented.</p> <p>Procedures are developed, maintained, and implemented to ensure a high standard of contract management, e.g.</p> <ul style="list-style-type: none"> • Monitoring performances is regular • Procedures and records are maintained and clearly show the contractors performance in accordance with the contract • All necessary corrective actions are identified and applied in a timely manner – including transfer of resolution to authorised decision maker if required • All contractual communications are properly documented, including file notes, memos, emails, meeting minutes • Peak and holiday period operational planning and service delivery • Preparation and submission of all reports (e.g., monthly reports). <p>Contracts can deliver requirements as set out for Council's Emergency Management response.</p> <p>Effective response processes are in place following extreme weather events or other civil emergencies.</p> <p>Council assets are deployed in delivering solid waste services, and are maintained in good order.</p> <p>Issues arising through the delivery of solid waste contracts are investigated and resolved within agreed timeframes.</p> <p>Improvement initiatives for kerbside recycling, refuse collection, transfer station services and other refuse and recycling drop-off facilities are worked through collaboratively with the Contractors.</p> <p>Assigned projects are managed effectively.</p>
Contract Audit and Monitoring	<p>Monitoring contractors' performance is organised, systematic and consistent.</p> <p>Operational contract performance is actively monitored and contractors comply with the standards, quality plans and levels of service prescribed in contract documents and within resource consent conditions.</p>

	<p>Requests for service (RFS) are effectively managed, are captured and processed in the time frames required and responses are professional and to the agreed customer service standards.</p> <p>Operational and contractual audits are completed regularly to meet compliance and quality standards, with high success rates.</p> <p>Contractual issues are identified and addressed as appropriate; audit outcomes and / or non-conformance investigations are completed and addressed within priority timeframes.</p> <p>A safety awareness culture is led by example.</p>
Waste Minimisation	<p>Effective collaboration is maintained with the team, other territorial authorities and government agencies; on solid waste minimisation initiatives, policy change and regulation that impact on Council's solid waste services.</p> <p>Council's Waste Management & Minimisation Plan (WMMP) is followed.</p> <p>Objectives of the plan are delivered in a cost effective and coordinated with management of Councils solid waste infrastructure assets.</p> <p>Waste minimisation initiatives and projects are developed to increase awareness of waste reduction.</p> <p>Active contribution is provided to regional waste minimisation initiatives.</p> <p>Waste data is maintained and monitored; tracking and reporting trends effectively inform decision making.</p> <p>Communication and education plans are developed and implemented for the community and stakeholders e.g. schools and identified community groups.</p>
Financial Management	<p>Contractor payments are reviewed, approved under the correct delegations and processed to meet agreed timeframes.</p> <p>Budgets and financial information are clearly understood, documented, managed, and monitored to meet agreed requirements.</p> <p>Purchase Orders, Monthly Accruals and Invoices are processed in accordance with Council guidelines.</p> <p>Contract variations are managed within agreed timeframes.</p>
Relationship Management	<p>Customers, stakeholders, and staff are supported with professional, accurate and timely advice and guidance on the solid waste contract operational service delivery matters, relevant legislation, and consent conditions, as required.</p> <p>Effective collaboration is in place, with staff and relevant stakeholders, when preparing communications to internal and external audiences.</p>

	<p>External relationships are professionally managed with clear communication on expectations.</p> <p>Key stakeholders are well informed and consulted, with input and influence from Council in decision making.</p>
Organisational Support	<p>Team Meetings are regularly attended ensuring knowledge and skills are shared, and other staff are supported.</p> <p>Procedures, information systems and policies are documented and complied with.</p> <p>Appropriate and agreed continuous professional development is undertaken.</p> <p>Civil Defence and Emergency Management training and activities are participated in.</p> <p>Other duties are completed, as requested by the manager, to support the business unit.</p> <p>Actively ensure that legislative requirements and Council policies and procedures are fulfilled, particularly in relation to all key relevant legislation.</p>
Health, Safety & Wellbeing	<p>Regular health and safety audits are undertaken and follow up is actioned as required.</p> <p>All reasonably practicable steps are taken 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>All reasonable workplace health and safety policy and procedures are followed.</p> <p>Any reasonable instructions given are complied with.</p> <p>A personal commitment to Health, Safety and wellbeing is demonstrated, in accordance with TCDC's Health and Safety Policy.</p>
Te Tiriti o Waitangi	<p>Commitment to an understanding of Te Tiriti o Waitangi is demonstrated, building a knowledge of Tikanga Māori.</p>

About you

Honesty, Enthusiasm, Accountability, Respect and Teamwork are considered core competencies for all staff.

A successful **Contract Manager Waste and Recycling** will need the following to succeed:

Education / Training	<p>Relevant qualification in Civil Engineering or Environmental Science would be of benefit.</p>
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Experience	<p>Demonstrated experience in Contract management, preferably a minimum of three years.</p> <p>Experience in managing long term Solid Waste operations and maintenance or other types of service contracts would be desirable.</p> <p>Current, Full Drivers Licence.</p> <p>Demonstrated experience of embedding a continuous improvement culture in business processes.</p>
Knowledge, skills and attributes	<p>A strong drive to learn and apply new skills.</p> <p>Possess a collaborative, professional and consultative approach to carrying out work.</p> <p>Excellence in customer services and stakeholder engagement.</p> <p>Ability to contribute to strategic discussion, able to drive and influence decisions confidently with highly developed interpersonal and communication skills.</p> <p>Solution focused, understands the need for key relationships, acts with honesty, transparency and empathy for people and communities.</p> <p>Innovative mind set, is an improvement focused team player that shows initiative and inspires commitment to achieve Council outcomes.</p> <p>Strong decision making and problem-solving skills, can confidently analyse and apply key information with good judgement and takes accountability.</p>

I certify that I have read this position description and reasonably believe that I understand the requirements of the position. I understand that:

- a) This position description may be amended by the employer following reasonable notice to me
- b) I may be asked to perform other duties as reasonably required by the employer in accordance with the conditions of the position.

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Employee

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Date

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Employer

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Date