



# Position Description

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|------------------------|---|
| <b>Position:</b>       | Infrastructure Manager  |
| <b>Group:</b>          | Operations Group  |
| <b>Business Unit:</b>  | Infrastructure  |
| <b>Responsible to:</b> | Group Manager Operations  |
| <b>Direct reports:</b> | Team Leader – Renewals<br>Team Leader – Transport<br>Team Leader – Engineering Consents<br>Team Leader – Asset Management<br>Team Leader – Sustainability & Waste<br>Senior Project Manager |

## Key Relationships:

|                 |   |
|-----------------|---|
| <b>Internal</b> | Leadership Team, Group colleagues and other staff as appropriate  |
| <b>External</b> | Wellington Water Limited, New Zealand Transport Agency (Waka Kotahi), Greater Wellington Regional Council |

## OUR PURPOSE:

WE'RE ONE TEAM // We work together to enhance the quality of life in Upper Hutt by providing leadership, support, and services to our community.

## OUR VALUES:

WE'RE APPROACHABLE // We are respectful, honest and open with each other and our community.

PEOPLE MATTER // We operate with integrity, respecting diversity and each other's needs.

WE'RE COURAGEOUS // We're ambitious, speak up, and are accountable.

WE'RE ONE TEAM // We cooperate and engage with each other, share the workload, and recognise a job well done.

WE HAVE FUN // We embrace each day and take on each challenge with positivity and enthusiasm.

## OUR GUIDING PRINCIPLES:

WE KEEP IT REAL // We are transparent, honest, and fair, and do what we say.

WE 'CAN DO' // We are proactive, creative, resourceful, and responsive.

WE WORK TOGETHER // We collaborate, communicate, and take pride in who we are and what we do.

WE ARE PEOPLE MINDED // We serve our community, customers, and each other, respecting diversity and culture.

## POSITION SUMMARY:

The purpose of this role is to support the Group Manager Operations by effectively and efficiently managing the delivery of core infrastructure services and asset management services for Council's core infrastructure across the organisation. The role is also responsible for infrastructure project delivery, and sustainability

and waste services. In order to undertake this role strong and effective working relationships must be maintained with a wide range of internal and external stakeholders such as WWL, NZTA, Contractors, internal Council staff and the wider community.

In relation to 3 waters this role will be the day-to-day interface between UHCC and the primary service delivery agency (currently WWL) ensuring that agreed work programmes are delivered along with the business-as-usual activities associated with 3 waters.

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## **CORPORATE ACCOUNTABILITIES AND RESPONSIBILITIES:**

### **1. Policies and Procedures.**

- Comply with Council's Code of Conduct and Staff Manual including its policies and procedures at all times
- Ensure the implementation and compliance with Council's Code of Conduct and Policies and Procedures, within all areas of responsibility.

### **2. Customer and Community Relations:**

- Present a positive image of Council at all times.
- Ensure an efficient, courteous and professional service to customers at all times.
- Promote a culture of understanding and exceeding customer expectations.
- Positive relationships with internal and external stakeholders and suppliers are developed and maintained.
- Ensure effective community consultation and communication strategies are implemented for service delivery and projects where appropriate.

### **3. Information Management**

- Champion high quality information management within your team and ensure that business documents and information managed by your team are made accessible for staff to use.
- Support and foster a culture that promotes good information management practices and ensure this is considered when utilising systems and services.
- Ensure information management is integrated into your team's work processes, systems and services inline with our Information Management strategy, relevant policies, and best practice.
- Champion and lead by example the use of our approved Electronic Document and Records Management System (SHED) within your team.

### **4. Continuous improvement and innovation**

- Ensure the on-going evaluation and review of work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
- Promote a culture of change and innovation by encouraging new ideas.
- Identify and propose additional business or service opportunities that enhance Council's existing capabilities.
- Identify "single points" of failure and put in place systems and processes to manage and mitigate these as they are identified.

### **5. Health and safety**

- Monitor work practices to ensure all work is performed in accordance with requirements of Health and Safety policies, procedures and legislation and respond to identified risks in a timely manner.
- Ensure that the system for the reporting and dealing with all incidents, hazards and risks in the workplace is followed by all staff.
- Ensure that all staff are properly trained in all relevant aspects of health and safety applicable to their role.
- Ensure that contractors meet all requirements for Health and Safety and monitor for on-going compliance.

## **6. Teamwork**

- Promote and maintain harmonious relationships in the workplace.
- Ensure that all conflicts are managed properly and in a timely manner, with minimal disruption to Council activities.
- Promote a culture that encourages and values the contribution of all staff to the achievement of Council's objectives.

## **7. Training and development**

- Undertake both internal and external training identified as relevant to the role.
- Ensure the delivery of relevant training for staff within all areas of responsibility is identified and delivered within budget.
- A staff training plan being in place by 30th September each year.
- All training requests meeting the criteria as specified in the annual training plan are approved prior.

## **8. Leadership and Management.**

- Direct reports are coached or developed to ensure expected performance targets are achieved.
- Ensure adequate staff communication and performance monitoring practices are in place.
- Formal and informal staff performance feedback processes being in place and followed.
- Annual performance reviews of all staff are completed as per set out procedures.
- Ensure Council Code of Conduct policies and processes are applied consistently and fairly with all employees and inappropriate behaviour is dealt with professionally and effectively.

## **9. Participate in Council's civil defence emergency response.**

- Participation in relevant emergency response training and duties as requested by the Chief Executive

## **10. Perform other duties as may be directed from time to time.**

- All duties must be carried out to the prescribed timeframes, systems, quality and standards and to the satisfaction of the Group Manager/Chief Executive.

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## **SPECIFIC RESPONSIBILITIES AND PERFORMANCE MEASURES:**

Bold text = responsibility

Bullet Point = associated performance measure(s)

### **1. Provide high quality advice and leadership.**

- Provide mentoring, guidance and monitoring of the Infrastructure Business Unit to achieve the organisation's visions and objectives.
- Apply an enterprise view for all Business Unit work to ensure that work is joined up to support a culture of positive partnership working with internal and external stakeholders for the successful delivery of objectives.
- Provide advice on complex Three Waters matters in a succinct and accessible way to Elected Members.
- Provide specialist advice and support to managers and colleagues.
- Lead and encourage multi-disciplined projects, supporting a culture of collaboration, innovation whilst maintaining a customer focus.
- Proactively look for opportunities, internal and external, to improve delivery on key council priorities.
- Identify high risk situations, devise and execute strategies to reduce and remove risk

- Work across the organisation and externally to provide solutions to difficult problems.
- Handle sensitive information and matters in the appropriate way, ensuring confidentiality, discretion and good outcomes.

## **2. Effectively manage the Infrastructure business unit**

- Projects and work programmes meet standards and are completed within approved budgets and on time.
- Staff kept informed on Council activities relating to their work.
- Effectiveness in dealing with staff matters, welfare, training and creating and maintaining a co-operative team environment.
- Asset Management Plans, strategies and procedures are developed, reviewed and maintained.

## **3. Customer Service Expectations**

- All written requests for information are acknowledged within 2 working days and responded to within 10 working days of being received by Council.
- All requests for service received over the telephone, by email or at the counter are responded to within 3 working days unless they require an immediate response to protect property and/or public safety.
- All requests for service forms are completed and returned to Customer Services within the prescribed response time.

## **4. Develop and maintain the Asset Management Plans**

- Monitor the performance, adequacy, data input and upgrades for the roading asset management systems – RAMM JunoViewer, Univerus and/or others as required.
- 3 waters assets, property and parks assets databases are maintained in appropriate asset databases.
- Asset Management plans at all times reflect the current status and condition of the asset as known and are in a state that can be audited without tags.
- Asset Management plans are adjusted such that new and abandoned assets are taken into account, and for current assets condition, age and serviceability data is maintained.
- Prioritised renewal and maintenance programmes are prepared in accordance with Asset Management Plans complying with Council's funding criteria, Infrastructure Strategy and Financial Strategy.

## **5. Schedule replacement and depreciated replacement value of assets**

- All new assets valued.
- Ensure asset revaluations are undertaken within the agreed revaluation cycle.
- Ensure accurate asset replacement valuations are available for insurance and other asset management purposes.

## **6. Liaise with Finance division to provide information on new and abandoned assets**

- Finance asset register is consistent with Asset Management plans and databases.
- Information to update the finance asset register is provided to the Finance Team by 15 July each year.

## **7. Maintain, and upgrade Councils Transport Assets in accordance with the Asset Management Plan**

- From the Asset Management Plan prepare the Business Unit's annual works programme by 15 July
- Professional Services and Physical Works contracts prepared accurately and on time and meet probity/audit standards

- Updated Works programme to be provided to the Group Manager Operations by 5th working day in each month.
- 8. Prepare and maintain a disaster recovery plan for Transport & Other Assets**
- Prepared by agreed date and reviewed by 1 March each year.
  - Monitor and regularly update the team's business continuity plan
- 9. Monitor the performance of Contractors and Consultants**
- Work completed within budget and by programmed dates
  - Specified outcomes are achieved.
  - Expected Health & Safety standards are audited and met at all times.
- 10. Prepare and maintain fees and charges and annual budgets for the division**
- Prepared by required date
  - Report on variances monthly
  - Budget not exceeded.
- 11. Maintain the Statutory Documents**
- Ensure the Business Unit's Strategies, policies and bylaws are regularly reviewed
  - Implement responsibilities required by the documents scheduled above.
- 12. Prepare contracts and programmes to provide reliable information for asset renewal and maintenance**
- Bridge and road condition information available
  - Traffic accident and counting data available
  - Issue bridge overweight and dimension permits when required.
- 13. Maintain a Traffic Model for the City.**
- Model can provide reliable information on demand
- 14. Liaise with New Zealand Transport Agency on roading funding and safety matters**
- Maintain and operate in a manner consistent with their strategies and policies
  - Funding agreements are signed and returned to NZTA by required deadlines.
  - Manage the financial and technical relationships with NZTA.
- 15. Liaison with Greater Wellington Regional Council on regional transport and passenger transport matters.**
- Maintain familiarity with their Policies, Plans and processes
  - Represent UHCC on TAG
- 16. Promote road safety**
- Maintain a Safety Programme targeted to Upper Hutt problems
  - Signs and road markings and speed restrictions are regularly reviewed for effectiveness
  - Monitor road safety in Upper Hutt and recommend interventions where it is effective and efficient to do so.
- 17. Engineering Emergency Response training and duties as required**

- Act as OIC Engineering Emergency Operations in the absence of the Group Manager Operations.
- 18. To annually review the performance of the Division and report to the Group Manager Operations including recommendations for improvements in Service**
- Completion by 31 July.
- 19. Carry out an annual performance review with each staff member and report as required to the Group Manager**
- Complete interim performance reviews for each staff member as required
  - Complete each staff member's final performance review by 31 July each year
  - Complete salary reviews by 31 June.
- 20. Manage Councils radio telephones.**
- Radio telephone network is maintained in good working order.
- 21. Provide advice to other divisions of Council as required on Transport, 3 waters, and asset management matters**
- This includes ensuring timely advice and recommendations to the regulatory arms of Council and the group as required.
- 22. Liaise with external agencies such as NZTA, NZ Police, GWRC and WWL as required.**

**PERSON SPECIFICATION:**

**Personal Attributes:**

- Respectful, honest and open.
- Operates with integrity, respecting diversity and other's needs.
- Ambitious, takes on challenges with positivity and enthusiasm.
- Takes accountability for own actions.
- Cooperative and engages with others, share the workload.
- Is an effective team player.
- Outstanding communication and customer service skills.
- Excellent communication, negotiation, and facilitation skills.
- Ability to lead/manage a team, to participate in teamwork, and to work independently.
- Be capable of dealing with the public in a confident, calm, and friendly manner that will bring credit to themselves and the Council.

**Technical Knowledge and Skills**

- A Full Class 1 (light motor vehicle) licence.
- Excellent understanding of Asset Management, 3 waters and roading/land transport matters.
- Experience in managing a responsive customer focussed infrastructure service delivery team.
- Have experience in local government civil infrastructure and service engineering including roads, transport, waste management, 3 waters, land development and other relevant disciplines.
- Ability to produce accurate, quality reports on time.
- Be experienced in contract document preparation, administration and supervision for both consultant and contractor contracts.
- Preferably experience in the evaluation of tenders using NZTA procurement procedures.

- Budget preparation.
- Project management
- Staff supervision, management, recruitment, training and mentoring.
- Excellent leadership and process management skills.

**Education/ Qualifications**

- Relevant technical qualification
- A minimum of the National Certificate Civil Engineering but preferable degree qualified.
- Membership of Engineering New Zealand or equivalent professional body.

*From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment – including technological requirement or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.*

Signed:

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Group Manager/ Manager

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Date

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Employee

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Date