

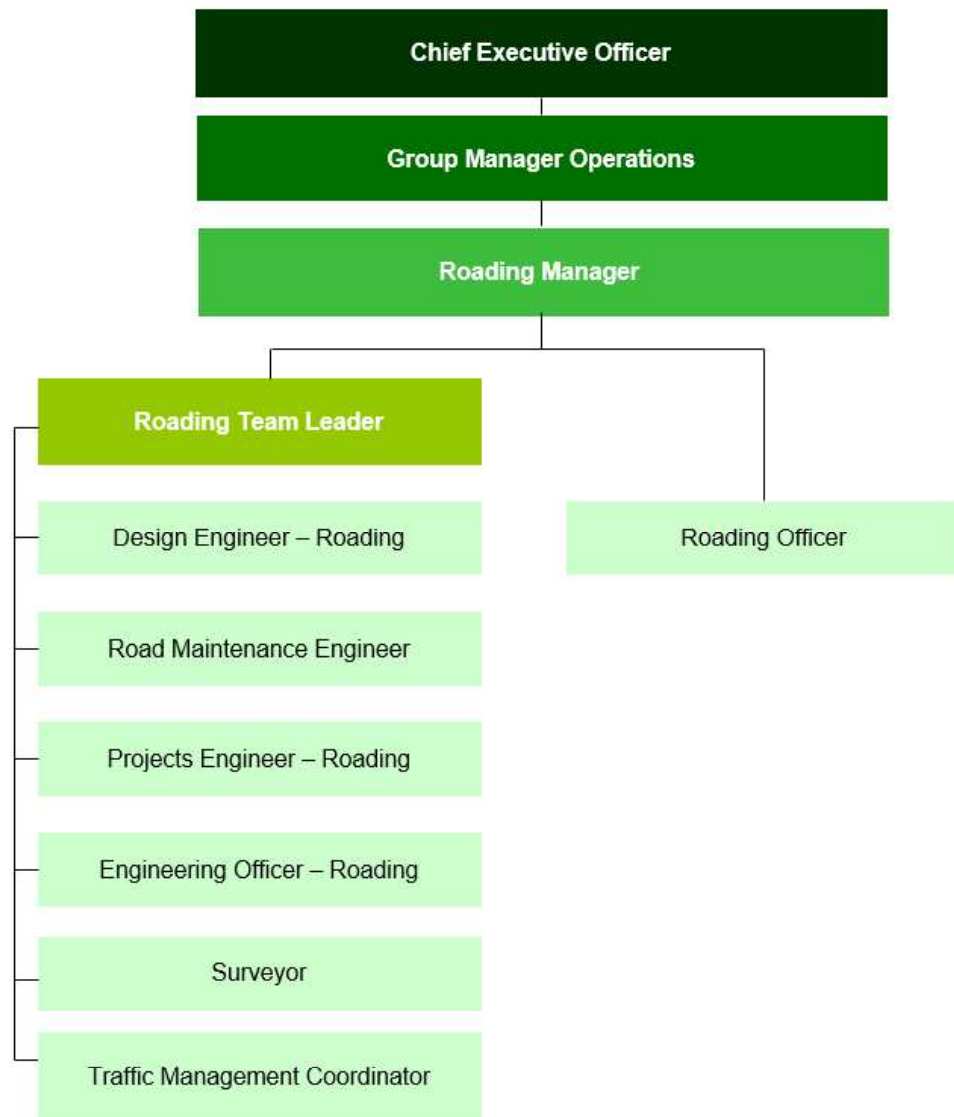


Position Description

Title:	Road Maintenance Engineer
Group:	Service Delivery
Reports to:	Roading Team Leader
Number of staff reporting to this position	Nil
Position purpose:	To manage and supervise Council's Road Maintenance Contract. To assist with technical advice and support in relation to roading activities as required and identified.
Position grade:	14
Date:	August 2025



Organisation context



Our Vision: Making a difference

We as a Council strive to make a difference in our community in everything we do. In our work, in our district, and in our staff culture.

Making a difference means doing your job to the best of your ability, to improve the district, the towns we live in, and the lives of the people who live in Matamata-Piako.

The way we do things, has a real opportunity to make a difference in the lives of those who live in our communities.



Our Mission: Working with the community

Our mission is to work with the community to enhance the lives of all those in the district.

What we do has a direct effect on our community - the better the quality of our work and the more we work with our community, the better our community will be.

What we do matters.



Our Values: We do it right, we do it better, we do it together



Expected behaviours

We do it right

- We are accountable for our actions
- We take ownership of our work
- We provide great customer service
- We are professional in all our dealings with others
- We are aware of how our actions reflect on Council
- We are open and honest with each other
- We are trustworthy
- We are responsible for our own wellbeing and the wellbeing of our workmates

We do it better

- We are open to learning and change
- We are self-motivated and we use our initiative
- We learn from our mistakes
- We challenge the status quo
- We strive for continuous improvement
- We are friendly, helpful and flexible
- We are solution centred



We do it together

- We work together as one team
- We respect and accept the views of others
- We are informed and we keep others informed
- We share our knowledge with other teams
- We celebrate success
- We are actively involved as part of the team



Key accountabilities

The position of Road Maintenance Engineer encompasses the following functions or Key Accountabilities:

- Contract Management and Support
- Technical Advice and Support
- Financial Management
- Cover and Support
- Customer and Community Focus
- Corporate/Organisation Contribution

The requirements in the above Key Accountabilities are broadly identified below:

Jobholder is accountable for	Jobholder is successful when
1. Contract Management and Support • Manage / supervise Council's road network maintenance contract. Ensure contractor meets compliance for current maintenance contract standards through liaison, auditing, joint inspections, programme approval and supervision of works. • Attend weekly contract meetings with Contractor/s to discuss budgets, programmes and contractual matters. • Assist/provide technical advice for all roading activities. • Update Council asset data on project completion as required.	• Rooding level of service remains at an acceptable standard as identified by Councils asset management tools. • No escalation in customer complaints • Contract/s are monitored and delivered on time and within budget. • All meeting actions and decisions are recorded. • Provide sound engineering advice to enable cost effective engineering solutions. • Data is updated in a timely and accurate manner.



2. Technical Advice and Support • Assist in the successful completion of Council's Works Programme to ensure continued performance of Council's roading assets. • Promote/provide effective teamwork between and within function areas of the office. • Investigate and action complaints and requests by customers and other agencies as assigned by the Roading Manager. • Assist with the management of Roading Customer Management Requests (CRM's)	• Contract procedures carried out in terms of contract procedures manual and relevant standards. • Harmonious and helpful relationship with other staff members. • Positive feedback from other staff. • Complaints received are investigated and actioned. • Follow up and respond to Roading CRM's in a timely manner.
3. Financial Management • Provide estimates for works to be carried out. • Manage contracts to meet agreed budgets. • Purchasing as necessary to meet project/maintenance requirements. • Meet all statutory requirements in terms of financial reporting.	• Final costs of works to accurately reflect estimates. • Final project costs within budgets. • All purchases are within delegation (\$20,000) and Council's Purchasing Policy. • Financial reporting meets statutory requirements.



4. Cover and support To provide cover and support within the team as directed by your manager	Cover and support is provided as required.
5. Customer and Community Focus - To ensure that the reputation of Council is enhanced and that a sound relationship with the district community is developed by maintaining an open policy for community participation and the distribution of information. - Ensure customers receive good service over the phone, face to face and through mail and email. - Follow through on Customer Request for Service (CRM's). - To ensure cultural perspectives are reflected in all business practices.	- Agreed processes are used to enable a pro-active and positive Council interface with customers. - Availability and readiness to meet and consult with individuals and community groups. - Respond to customers in a timely manner and inform them of progress. No justifiable customer complaints received. - CRM and CM response times are met. - Evidence of cultural perspectives in consultation, with improved relationships and appropriate protocols observed.
6. Corporate/Organisation Contribution To utilise, maintain and access council information systems ensuring data is current, accurate and available.	That processes associated with information collection, recording, communication and maintenance are followed using the relevant procedures and standards, and following the requirements of the associated policies



• To maintain the security of the information systems and their content, and to follow policy with regard to the handling of information both electronic and physical. • Comply with all Council's policies and rules • Work practices to reflect the corporate vision values and expectations. • Demonstrate a willingness to participate in special projects. • Foster co-operation between other teams for the benefit of the organisation. • Participate in the development, implementation and continual improvement of procedures and standards, to ensure the provision of quality services to both internal and external customers. • Assist/Lead Councils emergency management response in the event of a civil defence declaration or other response event. • Ensure that all Health and Safety requirements as outlined in the Health and Safety policy are complied with.	• That there are no unauthorised breaches of the IT and Records Policies • Complies with all policies and rules • Vision and values are reflected in work practices. • Promote and express pride in your team and the organisation. • Participate, express ideas and viewpoints at team meetings. • Contribute to corporate initiatives when required. • The quality management system is continually improved and maintained. • Assist in Council's emergency response actions as required. • Ensure awareness of Health and Safety requirements and procedures.
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Note

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.



Work complexity

Most challenging duties typically undertaken:

- Writing roading contract specifications.
- Making cost effective decisions for road maintenance activities.
- Undertaking tender evaluations.
- Processing complex High-Productivity Motor Vehicles (HPMV) and Overweight permits.
- Negotiating with customers.
- Co-ordinating roading related response during emergency events.

Key relationship skills

Key internal and/or external contacts	Nature of the contact most typical (e.g. courtesy, giving/receiving information, explaining things, liaising, advising, gaining cooperation, facilitating, influencing and persuading, resolving minor conflicts, mediating, formal negotiation, supervising, leading.)	Frequency of interaction D - daily / W - weekly M - Monthly
Public	Advising, resolving minor conflicts, giving/receiving information, explaining things	D
Team Leader	advising, facilitating, giving/receiving information, explaining things	D
Manager	advising, facilitating, giving/receiving information, explaining things	W
Contractors	Negotiating, influencing and persuading, resolving minor conflicts, mediating, giving/receiving information	D / W

Examples of the situations that require the use of the highest level of communication or influencing skills:

- Communicating with property owners or their representatives where misuse of the road pavement/corridor has occurred.
- Negotiating with contractors who are late on delivering their contract timeline or fail to meet contract specifications.
- Communicating with members of the public with high expectation but little knowledge of processes and legislation.

Examples where the role co-ordinates or provides coaching or monitors the work of other people not reporting directly to the role (e.g. contractors)? Two examples, how often?

- Supervising roading related contracts with contractors.
- Co-ordinating contractors during/after major weather or emergency events.

Person specification

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current jobholder has.) This may be a combination of qualifications/experience, knowledge or equivalent level of learning through experience or key skills, attributes or job specific competencies.



Essential	Preferred
Education and qualifications • Full NZ Drivers Licence • CoPTTM qualifications Working knowledge of NZGTTM Knowledge and experience • At least 3-5 years' experience in a similar role • Familiar with Think Project (RAMM) Dispatch for processing monthly claims	• New Zealand Certificate in Engineering (NZCE) or Diploma in Civil Engineering Technical qualification/s relating to CoPTTM and/or NZGTTM • Think Project (RAMM) qualification/experience

Skills & Competencies

- Adaptability - Understanding and appreciating different and opposing perspectives on issues: adapting an approach as the requirements of the situation change.
- Analytical Thinking - Can gather detailed information and investigate issues in detail to identify trends, patterns and core issues.
- Attention to detail - ability to accurately check processes , tasks and / or information no matter how small
- Commitment/Personal Accountability - Is self motivating and self managing. Follows through projects to completion. Has high standards of personal integrity and professionalism.
- Contract Supervision - Has proven ability to supervise physical works and service contracts.

Change to position description

From time to time it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Position holder

Date

