

Reports to: Delivery Manager

Created: July 2025

Location: Based at Pines Wastewater Treatment Plant

Position Objectives: The Operations Manager's focus is on leading a team to deliver the day to day and long term goals within the Wastewater division. The operations team delivers our work in the field as such it has a direct impact on our reputation.

Key to achieving this reputation will be the Operations Manager's ability to work with the supervisors and operators to create a positive culture that strives to effectively and efficiently achieve contract outcomes for our clients. Create an environment that fosters competent and capable people who work safely, to the known level of quality and in a collaborative way with contract managers, subcontractors and others.

Scope: The Operations Manager will oversee all relevant operations including that of third parties, ensuring that all operations are conducted in a professional manner, that all decisions and actions comply with the relevant company policies, procedures, legal obligations, and the liability that their actions may place on the company.

Functional Relationships:

INTERNALLY	EXTERNALLY
CEO Senior Leadership Team (SLT) Operations, Contract and Project Managers Supervisors Forepersons All employees	Clients The Public Consultants Industry Groups Technical Groups Suppliers Regulatory and Government bodies

Company Overview

CORDE is the combination of three specialist areas of expertise in one united team. Civil Construction, Three Waters Infrastructure and Regional Asset Maintenance.

With one of the largest horizontal infrastructure teams in the South Island, CORDE have the experience and expertise to handle maintenance contracts and civil construction projects of any size. Our local focus allows us to truly understand each region, giving us the hometown advantage, we are known for.

Our strategy focuses on continuing to grow sustainably, recognises the value of business intelligence, driving our industry position and being connected with people and place.

We pride ourselves on a united culture that is inclusive and appreciates everyone's input. It's also the connection with our people and place that makes our offering so unique.

Our culture is enabled by everyone being committed to and working to these three values;

- Trustworthy — Whakawhirinaki
People You Can Rely On
- Teamwork — Mahi Tahi
People Who Work Together
- Guardianship — Kaitiakitanga
People Who Protect Our Place



Key Tasks and Expected Results

Key Result Area	Key Performance Indicators
Outcome Management	- To understand the specifications and scope of the relevant maintenance contracts and to deliver these according to the outcomes required by the client and best practices - To investigate and understand legislative requirements to meet the specification of the maintenance contracts and the desired outcomes. These may be standards, consents or any other relevant documentation required to meet the maintenance contract terms and conditions - To understand the asset base scope within the maintenance contract and the individual requirements associated with that asset base - Manage resources to achieve compliant and efficient delivery of the maintenance contract outcomes. - To understand and help implement good communication between the client's team and our internal teams, to meet operational programmes as required by the scale and complexity of the maintenance contract - To understand and assist to manage third parties for their delivery outcomes to the maintenance contracts. This includes the negotiation and application of agreements and their ongoing administration with respect to quality, cost and HS&E. - Manage operations to ensure company strategy and business plans are achieved - Work effectively with colleagues in the management team to retain and enhance current business - Overview, arrange and maintain on-call roster to meet contract requirements - Maintain a high level of professional relationships with clients, consultants, engineers and local authorities and council representatives
People Performance	- Develop a culture that is built on our company strategy - Motivate, develop and manage the team of leaders in Operations so that they, and their teams, work to a high standard and deliver those standards consistently - Maintain a workforce plan for operations to forecast demand for the competencies, level, volume and mix of own v's contingent labour required and work with the P&C team to supply - Recruit and select the right people for our culture - Ensure people know the work of their role by working with the P&C team & systems to profile competency and drive the development of employees to agreed levels to support the workforce plan - Address performance and disciplinary matters in a timely manner - Complete performance appraisals - Develop processes to ensure that innovation and improvement is encouraged and valued - Monitor E-Road for your team as necessary and when required
Administration	- Responsible for ensuring administrative tasks are completed efficiently and accurately - Ensure that a correct record is kept of work carried out so correct reporting can be passed to the client - Ensure that time sheets are filled in correctly, recording labour and plant hours against each job - To certify correct the time sheet of any person working under their control - To ensure that materials are charged correctly to each job and materials from stock are recorded on a stock sheet

Reporting	• Complete audits, monitoring, reporting and following up on actions to ensure on site safety • Produce appropriate reports (weekly, monthly and annually), including areas for improvement
Learning & Development	• Keep up to date with required qualifications and relevant legislation • Master the necessary technical skills and competencies required through a combination of on the job training, seminars and other continuing educational opportunities • Learn and follow all company policies and procedures • Make sure team members receive the training they need, in line with company policies and regulations, and provide coaching and guidance to help team members enhance their skills and knowledge • Encourage learning and development within the team by actively engaging in and promoting internal training opportunities
Safety, Quality & Risk Management	• Understand and follow the company health and safety policy & procedures • Work safely, taking care of yourself and those you work with & the public • Wear protective clothing and use the equipment provided in accordance with any information or training given • Ensure safe and competent operation in all aspects of the role, (including but not limited to) vehicles, and the operation and maintenance of plant and equipment • Report immediately any incidents/accidents/near misses to your line manager • Report immediately any new hazards that have the potential to cause harm to people, plant, property or equipment to your line manager • Ensure discussion on Health & Safety matters is held regularly and proactively promote worker engagement in H&S • Promote to staff the daily use of risk awareness in work and promote the critical risks at work • In conjunction with the P&C team, ensure all staff are trained appropriately and that training is documented. • Proactively contribute with accidents/incidents/near misses, supporting investigations, and in the communicating and implementing of improvements or changes that result • With the P&C team, proactively manage any worker who suffers a workplace injury and where possible, encourage and facilitate the early return to work of a worker who suffers any injury be it at work or not • Ensure teams prepare and implement JRA's (with appropriate SWMS) and that teams are informed and that all activities comply with these. • Perform quality, Health & Safety and environmental auditing if instructed
Other Duties	• Perform other duties as reasonably directed from time to time, including project work



Person Specification

Qualifications & Experience

- Qualification in Wastewater Treatment and/or Wastewater Reticulation level 4 or higher.
- Extensive experience in the sector and proven people leadership experience in the sector.
- Commercial contracts and standards including NZS3910 / NZS3917.
- It would be desirable for the incumbent to have the ability to assign or sign-off competency to employees over a range of work streams.

Knowledge & Skills

- Wastewater treatment and plant management for local authority maintenance contract standards.
- Team leadership and management skills with the ability to motivate and mentor.
- Managing planned scheduled maintenance, reactive maintenance, and work delivery, including minor capital works.
- Knowledge of relevant plant and equipment.
- Strong business planning, organising and scheduling skills.
- High level interpersonal skills and the ability to relate and converse with a wide range of people.
- Ability to identify opportunities for the company and implement ways to take advantage of them.
- Ability to communicate the goals and objectives of the company and motivate staff to contribute to and achieve these.
- Problem solving and decision making and ability to manage change.
- Good understanding of Human Resources processes and procedures.
- Ability to create an environment where personnel can achieve their best.
- Confident decision maker who balances business logic with people factors in making and implementing decisions.
- Understands the importance of maintaining and enhancing the reputation of the company.

Behavioural Competencies

Delivering Results

Setting goals and driving high performance standards, in line with objectives, vision and values, for individual, team, and in particular, accomplishment; Translating objectives into operational reality; working to meet or exceed challenging goals through high performance and continuous improvement; championing success.

Customer Focus and Understanding

Ensuring that the customer perspective is a driving force behind business decisions and activities; developing and implementing service practices that meet or exceed customers' and company needs.

Commercial Acumen

Demonstrates a strong understanding of CORDE's vision, business strategies, operations and functions that drive profitable growth; draws from experience and utilises industry information and CORDE's position to develop business strategies and make decisions; recognises when further investigation is needed before decisions are made.

Teamwork

Initiating and managing operational relationships inside and outside CORDE Ltd to advance both business and organisational goals (e.g. relationships with customers, peers, cross-functional partners, external suppliers, and alliance partners).

Effective Communication

Recognising one's role in CORDE's communication; clearly and succinctly conveying information and ideas to individuals and the organisation; communicating in a focused, appropriate and effective manner.

