



# Water Services Operations Engineer

<b>Location</b>	Thames	
<b>Reports to</b>	Water Services Manager	
<b>Group</b>	Infrastructure	
<b>Direct Reports</b>	Nil	
<b>Financial Authority</b>	Nil	
<b>Functional Relationships</b>	<i>Internal</i> Water Services Manager and Team, Infrastructure team members, Development Engineering, Finance Team, and wider organisation.	<i>External</i> Water Services 3Waters Operations and Maintenance contractor, Contractors, consultants and suppliers. Regional Council, Taumata Arowai, elected members, members of local iwi and other stakeholders.

## 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. We will **be the best we can**.

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 **Water Services Operations Engineer** assists the Water Services Manager with the operational management of Water Services (water supply, wastewater and stormwater), ensuring the effective administration and monitoring of the Water Services Operations and Maintenance contract, water services process and operational technical functions and legislative compliance as it applies to Water Services.

Key responsibilities include, working closely with the Water Services Manager and Water Services Field Representatives to provide guidance and assists with the management of the work carried out by the 3Waters Operations and Maintenance contractor; professional advice

for three waters technical and operational matters; management of three waters technical and operational investigations; addressing, monitoring and reporting of legislative compliance requirements (e.g. Resource consents, Drinking Water Quality Assurance Rules etc.) across the three waters activities; relationship management of customer and stakeholder engagement; and assisting with long term planning and activity reporting: acting as Engineer’s Representative on 3 Waters Operational and Maintenance contract, when requested.

<b>Your responsibilities</b>	
<b>Accountable for</b>	<b>Successful when</b>
<b>Service Delivery</b>	<p>Agreed levels of services, objectives and statements of service and operational performance are achieved and reviewed as required.</p> <p>Sound technical and operational solutions are provided on time.</p> <p>Reporting is timely, clear, relevant and concise; against agreed key business and operational performance goals, out-of-line situations and planned remedial action.</p> <p>Council complies with all water services legislative and statutory requirements and all consent conditions or has corrective or action plans working towards compliance.</p> <p>Council, Community Board and other reports are complete within specified timeframes.</p>
<b>Contract Management</b>	<p>Act as the Engineer’s Representative on the 3 Waters Operational and Maintenance contract, when requested by Council. This will involve ensuring;</p> <ul style="list-style-type: none"> <li>• The 3Waters operational contract is managed and performance is actively monitored with contractors complying with the standards, quality plans and levels of service prescribed in contract documents and within legislative compliance as it applies to Water Services.</li> <li>• Contractual issues are identified to the Water Services Manager as appropriate.</li> <li>• The Water Services Manager is assisted with implementation, contract management and negotiation strategies to ensure effective and efficient delivery of contracted services.</li> <li>• Health and Safety requirements are complied with.</li> </ul> <p>Emergency Procedures Manual, programme and capability are understood, and knowledge of current situation maintained during emergency events.</p> <p>Liaise with regulatory agencies (e.g. Waikato Regional Council, Taumata Arowai etc.) and other stakeholders in relation to legislative compliance matters.</p> <p>Ensure the Three Waters O&amp;M Contractor is kept abreast of all current technical operational and compliance requirements.</p> <p>Conduct regular audits to verify contractor performance on operational and compliance requirements and provide written reports.</p>

	<p>Lead the development and implementation of legislative compliance training programmes for the Three Waters O&amp;M Contractor and TCDC three waters staff and repeat these programmes periodically to incorporate any new compliance requirements.</p>
<p><b>Technical Advice/Policy</b></p>	<p>Sound, comprehensive and professional advice is provided to staff, elected members and contractors on relevant three waters operational and service issues.</p> <p>Sound technical advice given with regard to development engineering, and technical advice received from consultants is reviewed and robust.</p> <p>Contribute to the evaluation of policy options and soundness, timeliness and completeness of policy proposals put forward.</p> <p>Legislative compliance issues are identified, and corrective action plans are developed, deployed and managed through to completion.</p>
<p><b>Strategy and Policy</b></p>	<p>Effective contribution is provided to development and delivery of effective water services strategy and policy.</p> <p>Key water services issues are identified, articulated and addressed.</p> <p>Active participation in Council, regional and district forums related to water services strategic direction.</p> <p>Water services goals that arise from the LTP, Strategic Plan and Annual Plan are implemented.</p>
<p><b>Relationship Management</b></p>	<p>Internal relationships are effectively managed and maintained where advice is provided on all three waters matters related to legal advice, guidance and documentation to the Water Services Manager, Group Managers and other council staff.</p> <p>External relationships are professionally managed with clear communication on expectation and key stakeholders are well informed and consulted, with input and influence from Council in decision making.</p> <p>Cultural protocols and safety practices are observed to support initiatives, consultation and relationships with Iwi.</p>
<p><b>Customer Focus</b></p>	<p>A customer service focus is demonstrated in all interactions with internal and external customers so that the customer service focus permeates all activities, internal and external.</p> <p>Service providers carry out their work in a way that is consistent with Council policies and values.</p> <p>There is a high level of customer satisfaction with the services provided for the water service activities provided by Council.</p>

<b>Organisational Support</b>	<p>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 may be requested by the manager to support the business unit.</p>
<b>Health, Safety &amp; Wellbeing</b>	<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> <p>Support is provided, as required, to the Health &amp; Safety Team to complete hazard assessment and reporting, and incident reporting and investigation.</p>
<b>Te Tiriti o Waitangi</b>	<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 *Water Services Operations Leader* will need the following to succeed:

<b>Education / Training</b>	<ul style="list-style-type: none"> <li>• Tertiary qualification in a Civil, Mechanical, Process or Environmental Engineering, preferably bachelor's degree.</li> <li>• Current, full NZ Drivers Licence</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Working knowledge of 3Waters treatment and operations</li> <li>• Monitoring and reporting of legislative compliance requirements associated with Resource Consent Conditions and the Drinking Water Quality Assurance Rules.</li> <li>• Good understanding of relevant legislation e.g. Public Works Act, Local Government Act, Water Services Act, Resource Management Act, Policies and Bylaws.</li> <li>• Fully conversant with relevant computer software applications such as Microsoft Office Suite, CS-Vue and Wateroutlook.</li> </ul>

	<ul style="list-style-type: none"> <li>• Good working knowledge of NZS3910, NZS3917, Engineering NZ short-form agreement and CCCS.</li> <li>• Demonstrated experience of embedding a continuous improvement culture in business processes.</li> <li>• Experience in the development and management of contracts for the delivery of services through external contractors.</li> <li>• Stakeholder engagement and relationship management</li> </ul>
<b>Knowledge, skills and attributes</b>	<ul style="list-style-type: none"> <li>• Strong strategic ability, able to drive and influence decisions confidently with highly developed interpersonal and communication skills.</li> <li>• Solution focused, understands the need for key relationships, acts with honesty, transparency and empathy for people and communities.</li> <li>• Innovative mind set, is an improvement focused team player that shows initiative and inspires commitment to achieve Council outcomes.</li> <li>• Strong decision making and problem-solving skills, can confidently analyse and apply key information with good judgement and takes accountability.</li> </ul>

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