

Position Description

Position:	Principal Advisor – Operational Improvement and Assurance
Group:	Operations
Business Unit:	Operations
Responsible to:	Group Manager Operations
Direct reports:	None

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 Principal Advisor – Operational Improvement and Assurance is a senior leadership role that provides strategic advice, coordination, and influence across the Operations Group to improve planning, delivery, systems, assurance, and organisational performance.

Working through cooperation, trusted relationships, and professional influence rather than direct line management, the role leads business improvement projects, strengthens contract and project management practice, and drives a culture of continuous improvement across the Group and wider organisation.

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
- Uphold the Council Values

2. Customer and Community Relations:

- Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times
- Work with other staff members to resolve customer queries and issues

3. Information Management

- Work collaboratively by ensuring all business documents and information are made accessible for staff to use.
- Manage and secure our knowledge and information as a key organisational asset in line with our Information Management strategy, relevant policies and best practice.
- Manage electronic documents and records using our approved Electronic Document and Records Management System (SHED).

4. Continuous improvement and innovation

- Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate
- Identify and propose additional business or service opportunities that enhance Council's existing capabilities

5. Health and safety

- Ensure all work is performed in accordance with the requirements of the Health and Safety policies, procedures and legislation
- Report all incidents, hazards and risks to the immediate supervisor

6. Teamwork

- Actively contribute to the team by looking out for others, supporting and empowering them and celebrating the success of others
- Build successful workplace relationships by working cooperatively with others

7. Training and development

- Undertake both internal and external training identified as relevant to the role

8. Participate in Council's civil defence emergency response

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

9. Perform other duties as may be directed from time to time

- All duties must be carried out to the satisfaction of the Manager

SPECIFIC RESPONSIBILITIES AND PERFORMANCE MEASURES:

Bold text = responsibility

Bullet Point = associated performance measure(s)

1. Lead Business Improvement and Continuous Improvement Initiatives

- Lead and support the preparation of business plans across the Group, ensuring priorities, risks, resources, and improvement opportunities are clearly identified.
- Review Operations Group work programmes, projects, systems, and processes to identify and lead practical improvements in performance, efficiency, delivery, and customer outcomes.
- Coordinate and/or lead Operations Group input into corporate projects, business improvement initiatives, strategies, plans, policies, and bylaws as required.
- Actively drive and embed a continuous improvement culture across the Operations Group by influencing managers and teams, supporting consistent practice, and promoting accountability for better ways of working.
- Assist to develop and maintain the Operations Group Business Continuity Plan
- Lead organisational improvement in contract and project management practice, with a particular focus on strengthening capability, consistency, governance, and the effective use and application of the NZS 391x suite of contracts.

2. Lead Through Influence, Cooperation, and Trusted Relationships

- Operate as a senior leader within the Operations Group, influencing priorities, decisions, and delivery through trusted relationships, sound judgement, and collaborative leadership.
- Lead and influence cross-functional work across Council and with external stakeholders by building cooperation, alignment, and shared ownership, without relying on direct line management authority.

3. Strategy/Policy Development

- Lead, coordinate and develop a range of Council strategy and policies across the broad range of issues relevant to the Group.
- Provide expert technical advice and guidance on strategy, policy and bylaw matters and implications (including implementation plans) considering best practice trends.
- Prepare and/or lead the preparation of relevant policies, implementation plans and reports
- Evaluate and respond to external policy and legislation changes to advocate for the best outcomes for the Upper Hutt City Council and community.

4. Relationships

- Member of the Operations Group leadership team
- Primary reporting relationship will be to the Group Manager Operations
- Work closely with all Managers within the Operations Group, providing senior-level advice, coordination, and support to improve planning, delivery, policy development, and business improvement outcomes.
- Work closely and effectively with internal and external stakeholders to build alignment, resolve issues, and support delivery of agreed outcomes.
- Be confident in leading the presentation of developed policies to Councillors for their consideration and approval.

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
- Integrity and a high degree of motivation
- Is a senior, credible leader who can influence, guide, and bring others with them through cooperation rather than direct authority
- Takes accountability for own actions
- Has a flexible 'hands on' approach to undertaking any work that may be required in connection with a specific Operations Group project
- Capacity to make sound judgements, and an ability to work under pressure
- Be capable of dealing with the public in a confident, calm and friendly manner that will bring credit to themselves and the Council
- Cooperative and engages with others, shares the workload.

Technical Knowledge and Skills

- Computer skills – Microsoft Office
- At least 15 years' relevant experience, preferably including significant senior experience in local government, infrastructure, operations, policy, planning, project delivery, or business improvement
- Demonstrated ability to lead business improvement projects from problem definition through to implementation, adoption, and benefits realisation
- Proven ability to influence senior stakeholders, managers, and technical specialists in a complex organisation where outcomes depend on cooperation, trust, and shared accountability
- Production of compelling and evidence-based strategies, plans, policies and reports, which are written in 'easy read' content
- A demonstrable understanding of the policy development and implementation process
- Ability to produce and recognise high quality policy work
- Excellent communication skills and problem-solving skills
- Evidenced analytical and critical reasoning skills
- Understanding of how to interpret legislation
- Experience in central or local government organisations would be an advantage
- Demonstrated exceptional organisational skills and the ability to coordinate diverse functions and activities to achieve objectives
- Consultation and engagement skills and experience

Education/ Qualifications

- Relevant tertiary qualification(s) and/or substantial background experience in infrastructure related strategy, planning, policy, planning, or other related fields.

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:

Group Manager / Manager

Date

Employee

Date