

Tūranga Mahi / Position Description: *Water Services Manager / Kaiwhakatere Ratonga Wai*

Nāu te rourou, nāku te rourou ka ora ai te iwi
With your basket of knowledge, and my basket of knowledge, all will be well

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 70,000 residents, and visitors numbering in the millions. We are determined to be among the best councils in New Zealand and are committed to continually improve the service provided to our customers, both external and internal.

Our people are central to achieving Council's Priorities and providing high quality community services that offer best value for money. And we are committed to building a high performing culture based on our **core values** of being *innovative, helpful, respectful, engaging and inspiring*. In addition to our values, there are **core competencies** required of all Council staff, being:

- **Performance Orientation:** A high performer consistently delivering performance outcomes
- **Solutions Focused:** Committed to customer-centred continuous improvement
- **Teamwork:** Contributes effectively within a team providing leadership where appropriate
- **Relationships:** Well-developed interpersonal, and relationship engagement and management skills
- **Collaboration:** Works collaboratively across teams and functions within a matrix organisation
- **Accountability:** Willingly takes accountability and engage in problem solving
- **Te Ao Maori:** Proficiency in te reo Māori me ōna tikanga appropriate to their role¹.

Rotorua is in the heart of the Te Arawa region. 40% of the population are Māori. Being a bicultural city provides a foundation for us to recognise and celebrate our increasing diversity which enriches us as individuals and as a multi-cultural community.

Our top priority is to ensure the health, safety and wellbeing of our people at work. We want you to go home healthy and safe each day. Safety is everyone's job – all of our staff have a shared responsibility to manage our work environments to prevent harm, and to actively engage with health and safety initiatives and procedures. Managers are responsible for the health, safety and wellbeing of the areas and people under their leadership.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM) within the District. This responsibility extends to all staff, who may be called upon to undertake CDEM roles in addition to their position specific responsibilities.

We are one team. To be successful, it is important that all staff are aligned to and actively support the organisation's direction, working collaboratively, and actively participating in activities and initiatives to advance the organisation e.g. activities to build bicultural capability, improve health and safety, or promote diversity.

The following pages provide the requirements of your specific position. In addition to these, you are also expected to be proactive in knowing and following Council policies and procedures.

¹ This is informed by our Bicultural Competency Framework, and staff are actively supported in gaining competency.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION

MAHI - POSITION:	Kaiwhakatere Ratonga Wai / Water Services Manager
RANGATIRA - REPORTS TO:	Group Manager – Infrastructure & Assets
KĀHUI - GROUP:	Infrastructure and Assets Group
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	<p>Provide effective and exemplar leadership to a team of skilled, diverse and water services centred talented staff.</p> <p>To ensure safe, stable and reliable waters infrastructure networks and related services are delivered that meet the current and future needs of the district.</p> <p>To provide high quality operations and prudent financial management of the water networks and as required for the effective planning of required works, the operational reliability of the networks and the efficient performance of the services.</p> <p>The role is responsible for monitoring operational risk, statutory and corporate compliance, monitoring networks performance and identifying improvement opportunities, adding value to all aspects of the services and enabling evidence based diagnostics of services performance against the business plan objectives.</p>
NGĀ WHAKARITENGA - DELEGATIONS	<ul style="list-style-type: none"> • 5-6 direct reports • Up to 40 operations staff • Budget up to \$40 million comprising Opex and Capital Renewals.
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	<ul style="list-style-type: none"> • Mayor and Elected Members • Te Tatau o te Arawa • CE's Group • Manahautū Te Arawa Partnership • Destination Development • Organisational Performance & Innovation • Infrastructure & Assets • Chief Financial Officer • People & Culture • Community Experience
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External	<ul style="list-style-type: none"> • Council stakeholders • Contracted service providers • Technical professionals in your field • Consultants and Contractors • Auditors • Local Iwi groups • Neighbouring local authorities • Mayor and Elected Counsellors • Local Government New Zealand (LGNZ) • Media and professional groups • Regional Council • Chamber of Commerce • Te Arawa Entities • Rotorua Community & Partnership • Police • Māori Wardens • Neighbourhood support

**NGĀ MAHI MATUA -
KEY
ACCOUNTABILITIES:**

- Collaborate with the Group's Strategic Planning Manager to structure a Long-Term Waters Strategy that articulates the key objectives and the anticipated financial resources required to ensure safe, reliable services and stable assets condition.
- Collaborate with the Manager of the Infrastructure Services Performance Manager to structure services performance monitoring.
- That Water Services are supported by sector appropriate asset management practices that meet the Council's Infrastructure Strategy and objectives. Additionally that the Water Services are meeting the requirements of the statutes and regulations on all levels.
- For a customer responsive approach to the management of Water, Wastewater and Stormwater service delivery, fully in accordance with relevant statutory requirements and the levels of service set by Council in its Long Term Plans.
- Provide for the appropriate management and maintenance of water networks, headworks, reservoirs, structures, treatment plants, pump stations and disposal facilities in accordance with the levels of service set by Council, the statutory requirements and all necessary public health considerations.
- Manage contracts and contractors in a robust manner and consistent with contractual commitments and risk mitigation for the Council.
- Provision of resourcing and budgeting advice to Council for the Waters Services.
- To ensure that national, regional and local standards are complied with as necessary to maintain the integrity of the assets and the agreed/adopted level of service.
- Ensure proactive interventions to manage water networks' risks through the effective application of cyclical inspections and timely interventions.
- Initiate and maintain efficient reactive interventions to remedy network failures and to restore service continuity while minimising risk to the users.
- Undertake identification of critical parts of the networks and ensure the appropriate risk management processes are in place to minimise the probability and consequences of uncontrolled failure.
- Manage stakeholder and the waters users community relationships with excellent adherence to Council's values.
- To manage all relevant to the Waters services network processes that support water services charging and rating functions and to ensure they appropriately support agreed strategic objectives.
- Manage Council's operational level involvement in the lifelines and regional collaboration.
- All Managers are responsible and accountable for the implementation and compliance of the Safety & Wellbeing policies and procedures as documented in the Safety & Wellbeing Manual for those persons under their control and/or within their area/s of responsibility.

NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional delegated responsibilities in the course of your employment that are consistent with the purpose of your role.

There will also be the annual delivery of agreed KPIs.

TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

<p>NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)</p>	<p>Required:</p> <ul style="list-style-type: none"> • Tertiary Engineering Qualifications, CPEng or equivalent experience. • Minimum of 10 years' experience in a senior Waters services and asset management role. <p>Desirable:</p> <ul style="list-style-type: none"> • Good knowledge of Local Government processes • Project management
<p>NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</p>	<ul style="list-style-type: none"> • Strong communication skills, both written and oral. • Excellent relationship management attributes at all levels (internal/external) with dedicated focus on servicing the needs of the customers and as defined by the GM. • Ability to identify issues, pursue issues resolutions and structure reports for Council consideration with clear options and rationale for relevant recommendations for adoption. • Proven ability to adapt and deal effectively with changing priorities and requirements. Be flexible and constructive. • Strong attention to compliance detail, focus on quality assurance, and excellent organisational leadership skills. • An ability to maintain confidentiality and exercise judgement and discretion to protect the organisation and minimise risks. • Excellent probity dedication when managing tenders and procurement processes. • Demonstrate diligence, reliability and responsibility.
<p>NGĀ UARATANGA - VALUES:</p>	<p style="text-align: center;">Tatou Tatou – We Together Kotahi Tatou – One Community – One Team</p> <p>WHY WE DO IT..... We believe in empowering our people and providing them with the tools to create value and make a positive difference in their lives and the lives of others</p> <p>HOW WE DO IT..... We do this by working in partnership, making it simple and solutions focused</p> <p>WHAT WE DO..... We provide quality services for our community and people to prosper</p> <p>OUR CORE VALUES – PEOPLE FIRST</p> <p>RESPECTFUL: Integrity, Listening, Pride, Honesty, Empathy, Understanding, Considerate</p> <p>HELPFUL: Approachable, Supportive, Collaborate, Go the extra mile, Proactive, Friendly, Caring, Guiding</p> <p>ENGAGING: Communication, Connectivity, Partnership, Working Together, Inclusive, Supportive, Responsive</p> <p>INSPIRING: Make a difference, Motivated, Take people with you, Encourage, Have pride in your work, Be proactive, Energised</p> <p>INNOVATIVE: Find solutions, Progressive, Continuous improvement, Empowered</p> <p>BICULTURAL: Willingness to learn and understand the Māori worldview, consideration, leading by example, sharing experiences</p>