

Tūranga Mahi / Position Description: Pūkenga Wai – Water Services Operations Technician

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 Māori:** 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:	Pūkenga Wai – 3 Waters Operations Technician
RANGATIRA - REPORTS TO:	Operations Manager – Water Services
KĀHUI - GROUP:	Infrastructure & Assets
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	The provision of a customer responsive approach to the delivery of Water Supply, Wastewater and Stormwater services and support for operations, maintenance, asset management and development of the networks in accordance with statutory requirements, codes and the levels of service set by Council.
NGĀ WHAKARITENGA - DELEGATIONS	Direct reports: <ul style="list-style-type: none"> • No direct reports • No budget responsibilities •
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

<p>NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:</p>	<ul style="list-style-type: none"> • Responding to and resolving requests for service relating to 3-Waters services in accordance with policies, legislation and compliance standards. • Managing consultants, contractors and operations staff from time to time. • Budget monitoring and control for projects in the Water Services area. • Planning of operational data gathering programmes, deploying pressure monitoring equipment, analysing of results, reporting and advising on appropriate response to manage networks. • Providing technical advice, support and direction to works staff engaged in maintenance and operation of the Water networks. • Supervision and auditing of job sites for quality and health and safety compliance. • Monitoring and auditing of system compliance with Drinking Water Standards, resource consent conditions and other regulations. • Monitor and manage network pressure and flows and water loss detection programmes. • Carry out asset condition assessments and reporting. • Response to and management of pollution incidents under the Pollution Control protocols. • Emergency response and Civil Defence support. • Complete minor works and capital upgrades, ensuring all standards and budget requirements are met and complied with. <p><i>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.</i></p> <p>There will also be the annual delivery of agreed KPIs.</p>
<p>TE ĀHUA O TE TANGATA - PERSON SPECIFICATION</p>	
<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"> • Obtained or working towards a tertiary engineering or construction related qualification or • Five years' experience in Water Services operations or construction <p>Desirable</p> <ul style="list-style-type: none"> •

<p>NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</p>	<ul style="list-style-type: none"> • Well-developed interpersonal and relationship engagement skills. • Strong demonstration of a customer, key account and solutions focus. • Proactive engagement and acceptance of accountability and problem solving. • Well organised and an ability to plan and prioritise important activities/tasks and meet timeframes. • Ability to work independently on own, as well as work collaboratively as part of an inspirational team. • The ability to work unsupervised and to be self-motivated. • Ability to develop and sustain effective relationships with core in-house employees and consultancy and contractor partners as appropriate.
<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>