

Tūranga Mahi / Position Description: *Kaihoe Wai Kōtuituinga /Network Operator*

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.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION

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

MAHI - POSITION:	Kaihoe Wai Kōtuituinga - Network Operator
RANGATIRA - REPORTS TO:	Drinking Water Reactive Maintenance Manager
KĀHUI - GROUP:	Infrastructure & Assets
TAUNGA MAHI - LOCATION:	RLC Depot
PŪTAKE - POSITION PURPOSE:	The role is responsible for undertaking specialist and technical tasks on the Drinking Water Reticulation Network.
NGĀ WHAKARITENGA - DELEGATIONS	Direct reports: <ul style="list-style-type: none"> • Nil
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>	<p>Operations</p> <ul style="list-style-type: none"> • Technical tasks undertaken as and when required • Successfully deliver complete water reticulation network maintenance and construction services • Digger/Trenching work • Fix pipelines that distribute water from the service reservoirs to people's homes • Maintenance and servicing of reticulation system • Set up and clean-up work sites • Backflow installation and maintenance testing • Flushing mains and scour valve testing • Maintain tools and equipment • Vegetation maintenance • Accurate record keeping • Water sampling and testing • Undertake physical works duties • This list is not exhaustive <p>Customer Service</p> <ul style="list-style-type: none"> • Ensure services are delivered in an effective and customer focussed way • Respond to customers' needs in relation to service request, and related legislation • Going above and beyond to provide both internal and external customers with exceptional service at all times <p>Team Work</p> <ul style="list-style-type: none"> • Working together as a team to get the job done • Undertakes other duties as may be reasonably required from time to time • Developing and maintaining strong working relationships with internal and external stakeholders including operational division staff, core service providers (especially the Council, finance and payroll teams) and other suppliers. <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>
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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"> • NZ Level 4 Water Reticulation qualification (or working towards) • Ability to organise own workload and set priorities when required • Ability to work within allocated timeframes and meet deadlines • Planning and organisational skills • Ability to work well within a small team, as well as alone • Ability to use innovation for problem solving • Physically fit in order to undertake the demands of the role <p>Desirable</p> <ul style="list-style-type: none"> • Current clean NZ drivers licence class one, W,T,R • First Aid • Confined Spaces certified • Breathing Apparatus certified • Practicing TMO/STMS • Minimum 5 years' experience within the water industry, or related industry with transferable skills. • Electrofusion welding experience
<p>NGĀ PŪKENGA - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES</p>	<p>Communication & Interpersonal Skills</p> <ul style="list-style-type: none"> • Strong written and verbal communication skills, with the ability to adapt style to suit different audiences. • Builds effective relationships with colleagues, customers, and stakeholders at all levels. <p>Teamwork & Collaboration</p> <ul style="list-style-type: none"> • Works well both independently and as part of a team. • A positive and reliable team member who contributes to a supportive work environment. <p>Organisation & Time Management</p> <ul style="list-style-type: none"> • Highly organised with the ability to prioritise tasks and manage a varied workload. • Demonstrates flexibility and adaptability in response to changing demands. <p>Problem Solving & Initiative</p> <ul style="list-style-type: none"> • Applies a practical, hands-on approach to solving problems. • Self-motivated and able to work unsupervised, showing initiative and good judgement. <p>Professionalism & Work Ethic</p> <ul style="list-style-type: none"> • Committed to health and safety, with a strong sense of personal responsibility and integrity. <p>Technical Skills</p> <ul style="list-style-type: none"> • Strong attention to detail, with sound reading comprehension and basic mathematics skills.

<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><i>OUR CORE VALUES – PEOPLE FIRST</i></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>
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