



Tūranga Mahi / Position Description:

Asset Services Operator

At Rotorua Lakes Council, we are driven by the **purpose** for our existence, - by our 'why'. Our 'why' is our customers. We come to work each day to deliver services for our customers, and we keep them at the centre of our organisation's culture. We are committed to building a high performing culture based on our **purpose**.

'How' we work together is defined by our organisational culture and values. What each person does differs from role to role and will change based on the work programme approved by our Elected Council. The tasks that we do in each role are not a purpose in themselves, their purpose is to serve our customers.

To be successful in the role, and to enjoy your employment at RLC by achieving significant results for the community, you will need to take to heart and live the sentiment "The organisation's success is my success – my job is only done when everyone's job is done".

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 78,000 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.

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. Employment at RLC is a unique opportunity to develop your understanding and appreciation of Te Ao Maori, in order to better serve our whole community. As a senior leader in the organisation, you have a key responsibility to lead our people in adhering to our legislative responsibilities to mana whenua.

A top priority is to ensure the health and safety 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 and safety 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.

The position description below describes the specific requirements of this position. The description within this position description is not an exhaustive list of responsibilities or tasks and staff are expected to contribute to the organisation through other tasks and activities assigned by their manager. In addition, you are also expected to be proactive in knowing and following Council policies and procedures.



TE ĀHUA O TE MAHI - POSITION SPECIFICATION	
MAHI - POSITION:	Asset Services Operator
RANGATIRA - REPORTS TO:	Asset Services Team Leader
KĀHUI - GROUP:	Community Experience
TAUNGA MAHI - LOCATION:	RLC Works Depot
PŪTAKE - POSITION PURPOSE:	The Asset Services Operator is responsible for the inspection, maintenance, and repair of council-owned assets across parks, facilities, and public spaces. This includes playgrounds, park furniture, signage, fencing, and minor structures. The role also supports grounds maintenance activities when required, ensuring public spaces are safe, functional, and well-presented for community use.
NGĀ WHAKARITENGA - DELEGATIONS	Direct reports: 0
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	- 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	- Council stakeholders - Contracted service providers - Technical professionals in your field - Consultants and Contractors - Auditors - Mana whenua - 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
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External	- Police - Māori Wardens - Neighbourhood support



NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:	Asset Maintenance • Perform routine and reactive maintenance on council assets including playgrounds, shelters, fences, signage, furniture and more. • Carry out minor carpentry, painting, concreting, and general repair tasks. • Assist with installation and removal of infrastructure and fixtures. • The use of trade relevant plant, Fleet and equipment. Grounds & Open Space Care • Maintain open spaces, ensuring they are tidy, safe, and visually appealing. • Assist with general grounds maintenance when required. • Support seasonal clean-up operations and event preparation. Inspections and Reporting • Conduct regular inspections of assets and grounds to identify damage, wear, or safety risks. • Record asset and grounds conditions and report defects or hazards. • Use asset management systems to log maintenance activities and updates. Health & Safety • Follow all council health and safety procedures and safe work practices. • Use appropriate PPE and ensure chemicals and equipment are handled safely. • Report hazards, incidents, and maintenance issues promptly. • Participate in safety briefings and contribute to a culture of safety and care in public spaces. Equipment and Resource Management • Maintain tools, vehicles, and equipment in good working order. • Ensure materials and supplies are used efficiently and replenished as needed. Customer Service and Community Engagement • Interact respectfully with members of the public and respond to inquiries when appropriate. • Support community events and seasonal operations as required. <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> There will also be the annual delivery of agreed KPIs.
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TE ĀHUA O TE TANGATA - PERSON SPECIFICATION

NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)	• Trade qualification or relevant experience in building, carpentry, or general maintenance. • Experience in asset and grounds maintenance, preferably in a local government or public sector environment. • Competency in using hand and power tools, and basic horticultural equipment. • Valid driver's license; machinery operation endorsements desirable. • Familiarity with asset management systems is an advantage.
NGĀ PŪKENGĀ - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES	• Practical maintenance and repair skills • Grounds and horticultural knowledge • Attention to detail and safety awareness • Time management and reliability • Communication and teamwork • Customer service orientation
NGĀ MĀTĀPONO: VALUES	Tai Kawenga – The Flowing Tide Tai means tide or current Kawenga refers to values - Those things we carry inside us, and those things that carry us - in our day-to-day lives. Those principles that we value are the ones we take with us. Purpose Speaks to why we exist and it is expressed through three ideas that reflect our vision 😊 Customer focused 🤝 Community driven 🧑 People at the heart Promise 🤝 What we commit to delivering, every day Practices 😊 How we behave Principles ✨ The values we believe in and stand by: Stronger together - Lead with integrity - Challenge and innovate - Steward our future