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| Position Title | Water Operations (Reticulation) |
| Reporting to | Network Controller |
| Unit | Infrastructure |
| Date created | August 2019 |

**Values and Principles**

Our principles of being inclusive, ambitious, enabling, open, bold and guardians support goals that enable a new vision for Palmerston North: *small city benefits, big city ambition*. Our current values are evolving under a transformation programme to reflect this aspiration for the city to reach its potential and capitalise on its strengths. We believe it is essential to be a leader, treat each other with respect and dignity, take responsibility for our own actions, and have a positive, friendly and professional approach.

**Context**

The Infrastructure Unit of Council is responsible for the stewardship of Council’s infrastructural assets (roading, parking, water, waste services, parks, community facilities and property) as well as the delivery of all the services. The Unit’s focus is on long-term services planning enabled by effective asset management planning, long-term and annual programming of maintenance, renewal and capital development works, operation of the infrastructure services and in-house support for design and delivery of the capital programme.

The Council utilises its investment in infrastructural assets to deliver best value services to its community through advanced asset management practices and through multi-disciplinary contributions from other Units within the Council Organisation.

**The Water Operations Division**

The Water Operations Division is responsible for the operation and maintenance of all water related assets and activities within the Infrastructure Unit. This includes water treatment plants, reservoirs, pump stations and the associated distribution network. It also includes all wastewater, stormwater, pump stations and treatment facilities.

**Main Purpose**

The Reticulation Operator – Water, will report directly to the Network Controller. The main purpose of the role is to ensure reliable and efficient operation and maintenance of the potable water networks by delivering a scheduled maintenance program and responding to breakdowns and repairs in a timely fashion.

**Key Areas of Responsibility**

* Day to day operations and maintenance of the potable water networks, carrying out any repairs or remedial work to a high quality that exceeds customer expectations.
* Monitor the performance of existing assets, looking for efficiencies and improvements.
* **Participate in a duty roster system to attend to after-hours call outs for the rostered week (8.00am Monday to Sunday inclusive).**
* Safe handling and operation of all plant machinery and tools.
* Completion of routine maintenance tasks, including maintaining stormwater facilities to a satisfactory level.
* Assist with emergency situations relating to water networks and roading so the City can be returned to how it was, prior to the event.
* Ensure all appropriate actions are taken to meet health and safety obligations.
* Work outside of normal hours will be required occasionally, evenings and weekend work may be required from time to time.

Keep accurate records

* Ensure all maintenance records are completed and uploaded to the appropriate system.
* Provide monthly operational updates at team meetings to the Manager - Water Operations.
* Report all damage, vandalism, theft and breakdowns.
* Prepare accurate time sheets.
* Assist in the costing of work.
* Report all accidents and near misses.

Other

* To maintain communication with all staff via daily morning toolbox talks.
* Participate in planning and co-ordinating of maintenance.
* Such other tasks as may be required to fulfil the overall purpose of the job.

***Please note:*** *Key areas of responsibility are likely to develop and change over the course of an employee’s tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. The annual Performance, Planning and Evaluation (PPE) will supersede this job description. In addition, employees may be asked to do tasks outside of this description as and when required.*

**Risk Management accountabilities for all employees**

* **Council Policies and Procedures**: Ensure self and team comply with applicable council policies and procedures.
* **Environmental**: Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws and council policies. Promote the proactive management of environmental issues associated with conducting business.
* **Health & Safety**: Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly)
* **Employment Legislation**: Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

**Key Relationships**

**Internal:**

* Water Operations Manager
* Network Controller
* Other staff of the Water Operations Division.

**External:**

* Suppliers, Contractors and Consultants
* Such other bodies or persons as is necessary to fulfil the primary objective effectively.
* Members of the public.

**Typical knowledge, skills, and attributes:**

**Knowledge** *(qualifications and experience)*

* A relevant industry qualification would be beneficial.
* Technical knowledge and experience relating to the operation and maintenance of reticulation networks would be beneficial.
* Experience with civil works plant and equipment.
* Digger work experience in a utility environment would be an advantage.
* Sound knowledge in the civil and construction areas
* A full driver’s licence is essential.
* A class 4 licence would be beneficial.
* Wheels Tracks and Rollers licences are essential.

**Skills and Attributes**

* A reasonable level of fitness is required.
* Good communication skills.
* The ability to programme work, equipment, material and resources.
* The ability to organise, prioritise and deal efficiently with a variety of tasks, to be self-motivated and to work with minimum supervision.
* Relevant Computer skills (MS Word, Excel etc).
* Willingness to work outside normal hours in order to fulfil the requirements of the position.
* Maturity in outlook and judgment.
* Adaptability and ability to cope with a variety of situations.
* Method and organisation in approach to work.
* The ability to relate well to customers and react in a friendly manner especially under stress.

**Remuneration**

* Infrastructure use a remuneration matrix related to the skills, qualifications and experience of the applicant. This role is banded as a **Grade 2** with an hourly wage between **$19.45** and **$21.59**. Remuneration will be at the Manager’s discretion.  In the event that the applicant holds a relevant Level 4 qualification, the position will be banded as Grade 4 (hourly rate $22.09 to $26.09)

**Competencies**

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| **Core** |
| **Service** | * Recognises the diversity of customers, and adapts approach and style to meet their needs
* Offers customers a range of solutions to problems
* Demonstrates commitment to delivery of agreed solutions
* Delivers and follows up on solutions
* Seeks and gives feedback from customers
* Looks for where improvements can be made to systems and processes
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| **Communication** | * Clearly communicates messages in a clear and concise manner
* Uses the most effective method and style of communication for the target group and the situation
* Uses active listening techniques including reflection and paraphrasing
* Shares ideas appropriately
* Recognises and minimises barriers to communication
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| **Business ethics** | * Demonstrates integrity, honesty, and commitment
* Acts ethically in all dealings
* Is equitable and ethical in the treatment of others
* Is prudent in financial dealings
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| **Information Technology** | * Has an appropriate level of skill in computer software relevant to the requirements of the role. Is confident to try new software
* Looks for ways to improve efficiency through the use of technology - takes advantage of technology to achieve goals
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| **Role specific** |
| **Relationship Building** | Has internal and external networks, values and utilises diversity that enables better service delivery. Understands the stakeholder’s needs and delivers on commitments. |
| **Team Work** | Understands team dynamics and actively contributes to the team. |
| **Professional Skills** | Able to focus on the technical skills an individual requires, understands legal requirements and has the ability to update and expand current knowledge base. |
| **Coaching & Mentoring** | Keeps up-to-date with professional knowledge and looks for opportunities for professional development. |
| **Organisational Achievement** | Plans work and utilises resources. Understands the organisation’s vision and aligns work to its meaning. Makes decisions and has the ability to identify and act on risks. Achieves own goals and helps others achieve theirs. Reports on progress. |