

Palmerston North City Council Job Profile



Position Title	Wastewater Treatment Supervisor
Reporting to	Manager – Water Operations
Unit	Infrastructure
Date created	May 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 Wastewater Treatment Supervisor reports directly to the Manager Water Operations. The main purpose of this role is to ensure that the wastewater treatment plant and associated facilities are operated and maintained on a day to day basis to comply with the resource consent conditions.

Responsibility for Managing Staff

This role is responsible for the direct management of treatment plant technicians and other staff allocated from time to time by the Water Operations Manager.

Key Areas of Responsibility

- Ensure that the day to day operation and maintenance of the wastewater treatment facilities, including outstations and oxidation ponds, is carried out effectively and efficiently.

Palmerston North City Council Job Profile



- Monitor the performance of each unit treatment, looking for efficiencies and improvements.
- Arrange and participate in a duty roster system to operate and maintain the treatment facilities and attend to after-hours call outs for the rostered week.(8.00am Monday to Sunday inclusive)
- Manage the bulk chemical stock and ensure required chemicals are ordered and available in time.
- Completion of routine maintenance tasks, including maintaining plant and equipment, and keeping good records of completed maintenance.
- Provide a consistently high quality of final effluent that meets the requirements of the resource consent.
- Ensure all relevant legislation, particularly health and safety legislation, is known and observed by operating staff.
- Ensure that all facilities (buildings, grounds and equipment) are kept clean and tidy.

Keep accurate records

- Ensure all daily operating records are completed.
- Provide monthly operational reports to the Treatment Plants Manager and ensure compliance reports are compiled and acted upon.
- Maintain and accurately record all laboratory testing to meet the Regional Authorities consent conditions
- Report all damage, vandalism, theft and breakdowns

Other

- To maintain communication with all staff via daily morning toolbox talks.
- Participate in planning and co-ordinating of operations.
- 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.

Palmerston North City Council Job Profile



Key Relationships

Internal:

- Water Operations Manager
- Laboratory Staff
- Infrastructure Water Asset Engineer
- Other staff of the Infrastructure unit, particularly Assets and Planning and PMO
- Customer Services

External:

- Suppliers, Contractors and Consultants
- Community and Special Interest Groups
- Horizons M.W. staff.
- 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)*

- Preferably a National Diploma in Wastewater Treatment but other qualifications with an emphasis on wastewater treatment and plant maintenance may be considered.
- Technical knowledge and experience relating to the operation and maintenance of treatment facilities.
- Substantial experience in the operation and maintenance of wastewater treatment facilities.
- Experience within Local Government is desirable

Skills and Attributes

- A driver's licence is essential.
- Good communication skills.
- The ability to deal with conflict situations and stress associated with this.
- The ability to programme work, equipment and material resources and to manage staff to achieve objectives.
- The ability to organise, prioritise and deal efficiently with a variety of tasks, to be self-motivated and to work with minimum supervision.
- The ability to gain co-operation from staff at all levels in the organisation in order to meet deadlines.
- 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.
- The ability to maintain strict confidentiality when dealing with information relating to employees and/or sensitive issues.

Palmerston North City Council Job Profile



Remuneration

- The remuneration for this role is between \$80,000 to \$97,000, depending on the Managers assessment of qualifications and experience.
- In addition, a benefit entitlement of **3%** of base salary is available.

Competencies

Core	
Service	<ul style="list-style-type: none"> ▪ 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
Communication	<ul style="list-style-type: none"> ▪ 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
Business ethics	<ul style="list-style-type: none"> ▪ Demonstrates integrity, honesty, and commitment ▪ Acts ethically in all dealings ▪ Is equitable and ethical in the treatment of others ▪ Is prudent in financial dealings
Information Technology	<ul style="list-style-type: none"> ▪ 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
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.
Project Leadership	Provides project leadership. Focuses on project delivery. Builds alliances to achieve the projects. Monitors progress and undertakes corrective actions as necessary.