



Mahi Tahī

We are one team, stronger together as we work with and for our community to deliver outcomes that matter.

#arohatōmahī

We love our work and know that our work matters. That is why we do what we say we will do and apply energy and enthusiasm across our mahi.

Manaakitanga

We put our people first by showing them that they matter, through a focus on whānau's needs and aspirations.

Tiakitanga

We proudly and professionally contribute every day to the care of our community and whenua with courage, positivity and mana – leaving a legacy which future generations will embrace.

Details

JOB TITLE	Network Service Person
REPORTS TO	Network Supervisor
GROUP	Community Infrastructure
DIRECT REPORTS	Nil
INDIRECT REPORTS	Nil
FINANACIAL DELEGATIONS	Nil
WARRANTS REQUIRED	TBC
GRADE	9

He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hapori – mai i te pae maunga o Tararua ki te moana

With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.

Purpose

The purpose of the Community Infrastructure Group is to provide operations and services for Local Waters, Roding and Solid Waste Infrastructure, with a sharpened focus on delivery of the capital programme across these activities. The groups focus is on long term and annual programming of maintenance, renewal and capital development works, and operations of the infrastructure services and support for design and delivery of the capital programme.

The purpose of this position is to carry out operations and maintenance and to respond to faults on Horowhenua District Water networks while adherence to response times, meeting quality and productivity specifications.

To carry out associated and other tasks required by the Network Supervisor / Lead from time to time.



Skills, Knowledge and Experience

QUALIFICATIONS	Infrastructure Works Level 2 ideally and/or Water Reticulation qualifications preferred. Driver's license; Minimum Class 1 + Class 2 & RTW an advantage
EXPERIENCE	Experience in a similar role and ideally you will also have training or experience in <ul style="list-style-type: none">• Traffic management training• Confined spaces and hazard awareness
KNOWLEDGE	Knowledge and experience of urban and rural water reticulation system maintenance
TECHNICAL SKILLS	Computer skills, being able to operate and input data into a mobile field device.
ACHIEVEMENT	Self-motivated, energetic, proactive and results orientated. Brings a positive attitude to work and learning, and is willing to go above and beyond to exceed expectations.
RELATIONSHIPS	Has experience in dealing with the public and gets positive outcomes and builds strong working relationships to become a trusted colleague.
PROBLEM SOLVING	Asks questions and can think logically to enable problems to be clearly understood. Weighs up options and is comfortable making recommendations for possible solutions to problems.
COMMUNICATION	Excellent communications verbal and written skills and works well in a team. Has the ability to remain calm and composed in high pressure situations.
IMPLEMENTATION	Is reliable, detail-focused and professional knowledge is up to date. Matters are resolved at the first point of contact wherever possible. Complaints are handled effectively and efficiently.
TEAMWORK	Collaborates and supports team members to achieve their targets and bring out the best in everyone in the team.
GROWTH MINDSET	Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up new concepts and jargon.



Key Responsibility and Expected Outcomes



**'You'
Matter**

Health, Safety & Wellbeing

Promote a strong health and safety culture by proactively modelling our values and hold self and others to account to Consistently follow all health and safety policies and legislative requirements.

Leadership and Influence

Live our Values and focus on the Moments that Matter. Supporting your colleagues and empowering and inspiring growth and development across the organisation.

Change Leadership

Be an advocate for and a driver of change. Be a Future builder, help others across the organisation navigate the future.



**Work
Matters**

Collaboration

Maintain positive relationships with team members, supervisors, Senior Managers, contractors, suppliers, and the community to ensure effective communication and timely responsiveness to their needs, fostering an informed and cooperative environment.

Customer Service

Proactively handling customer notifications and interactions while promptly responding to network faults and service requests, ensuring ownership and timely completion of reinstatement works, and consistently achieving high customer satisfaction through compliments and meeting contractual response times.

Operational Excellence

Consistently achieves high standards of workmanship and customer service by meeting quality and productivity specifications, adhering to all Horowhenua District Council standard operating procedures, and demonstrating a commitment to continuous improvement.

Reporting

Field computing and manual data recording are completed with accurate and up-to-date data submissions.

Complete all documentation as required and it is completed correctly and on time.

Zero Harm

Support, implement, and adhere to Safety & Wellbeing policies and procedures to maintain a safe and environmentally sustainable workplace, promoting a culture of zero harm and responsible behaviours.

Contribute to identifying and minimizing business risks and compliance issues, ensuring all Safety & Wellbeing policies and practices are followed.

Maintain personal and public safety by wearing appropriate PPE and reporting accidents and near misses promptly, while effectively managing all risks to prevent work-related injuries and incidents.

Council Contribution

Participation in standby and callout rosters and incident response.

Actively and positively participate as a member of the Community Infrastructure Group and perform all reasonable duties as needed.

Participate in Emergency Management activities.



**Partnerships
Matter**

Te Tiriti o Waitangi

Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work ensuring HDC projects are delivered in a culturally sensitive way.

Community and Customer Focus

Champion community engagement having a strong focus on meeting quality standards for services and evaluation of customer outcomes and satisfaction.

Relationship Management

Build networks and develop meaningful relationships with stakeholders both internally and outside Council.



**Performance
Matters**

Job Execution

Consistently deliver high-quality work while maintaining a positive and professional attitude. At times the way in which work is undertaken will count just as much as the output.

Personal Development

Live the values of council and take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future roles.

Risk Management

Effectively identify and manage risks, take actions to resolve and/or escalate issues to contribute to the maintenance of the risk management framework.

Continuous Improvement

Identify continuous improvement practices to support the implementation and delivery of council's outcomes.



Alignment with our community outcomes



Reset our engagement and partnership approach and work more with and for the community. Working closely with our community and local contractors with the intention to excel in our reticulation services including high quality workmanship and service delivery.



Ensure our built environment supports the wellbeing of our people and manage competing pressures on resources sustainably. Work smarter in offering effective returns for both the Council and the Community. Take the opportunity to engage in wellbeing initiatives, contributing to a positive work environment for our peers and clients.



Support the delivery of the capital infrastructure Network works and maintenance. Provide a positive contribution towards ensuring an on going improvement to our maintenance and renewals of our network. Investigate ideas and initiatives that enhance our ability to improve our infrastructure.



Achieve the best for Horowhenua in the face of the Local Waters Done Well initiatives in making our economy grow. We aspire for economic security for all our people and seize growth opportunities for our district. As a Local Waters team, it is important that we continuously work together in research opportunities to undertake our roles more effectively and efficiently.



Get the basics right and support the customer focused delivery of core services. Aim to exceed our communities expectations, behaving and presenting ourselves professionally as we represent the Local waters Team and Council.

