



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	Local Waters Business & Operations Manager
REPORTS TO	Commercial and Operations Manager
GROUP	Community Infrastructure
DIRECT REPORTS	Local Waters Asset Management Lead, Network Lead, Wastewater & Trade Waste Lead, Stormwater Lead, Water Conservation Supply & Demand Lead, Projects & Planned Works Lead.
INDIRECT REPORTS	25 to 30 with variations from time to time
FINANACIAL DELEGATIONS	\$50K as per delegations register. Statutory delegation may change from time to time in alignment and as approved by Council.
WARRANTS REQUIRED	TBC
GRADE	23

*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 Three Waters, Roading 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.

In this role as the Local Waters Operations Manager, you are responsible will be to ensure the meticulous planning and maintenance of Local Waters delivery, meeting both current and future District needs while aligning with regional and national strategies. This role necessitates providing leadership in navigating the evolving compliance landscape and guiding through any transitions in Local Waters Distribution and Waste. Leading a proficient operations team to even higher standards is also a key aspect of this position.



The success of this role, you will have capacity in various facets of three waters management, including planning, asset management, project oversight, operational efficiency, compliance, and delivery functions within sizable organizations. Your extensive senior management experience is crucial, as is your ability to strategically lead initiatives. Collaborating closely with the Commercial and Operations Manager, you'll lead the formulation of work plans and stakeholder engagement strategies.

To thrive in this role, you will be able to demonstrate:

- Effective leadership in three waters planning, asset management, project management, operational management, compliance, resource consenting, and delivery functions within a medium to large organization.
- Significant senior business management experience.
- Strategic leadership skills and experience.

This role works closely with the Commercial and Operations Manager to in the development of work and activity plans and stakeholder engagement. The role carries significant leadership responsibilities and will be pivotal in articulating Local Waters Delivery objectives, setting deadlines, and devising individual development plans for team members, all while fostering a cohesive and collaborative environment among staff.



Skills, Knowledge and Experience

QUALIFICATIONS	A tertiary qualification in BE (Civil) / Environmental, MIPENZ or NZCE/REA or equivalent experience and professional achievement in Three Waters Services Management
EXPERIENCE	Fifteen years' experience in engineering design, construction, operation, maintenance and network asset management. 10 Years proven experience at a senior management level and of local government procedures, protocol and policies. At least five years' experience in contract management and project management.
KNOWLEDGE	A strategic thinker who is able to make connections between various aspects of the organisation and identify implications. Demonstrates a sound understanding of Tikanga Māori and Māori values and an appreciation as to how it relates to Council functions and policy development. A sound working knowledge of the Local Government Act. Water Services Act 2021, ERA , relevant New Zealand statutes, regulations and codes of practice and the ability to apply these especially in the wastewater and stormwater services environment. Has obtained expertise in MS Word, Excel, PowerPoint and other database and information management systems.
LEADERSHIP	A confident leader with proven experience of and the ability to give direction and take accountability for the actions and decisions of the team. Drives progress and action through motivation of others. Is confident making judgements based on the information available, even if it is not complete or the situation is ambiguous. Future orientated and strategic, taking a big picture, long term view when planning and anticipating potential impacts on the business. Is effective in influencing the thoughts and actions of others.
ACHIEVEMENT	Demonstrates a strong focus on high performance and personal achievement. Brings a solutions focused approach to getting positive outcomes and is willing to go above and beyond to exceed expectations.
RELATIONSHIPS	Ability to build strong working relationships and become a trusted advisor and colleague.
PLANNING	Superb planning, organisation and time management skills.
PROBLEM SOLVING	Asks questions and can think logically to enable problems to be clearly understood. Weighs up options and implications, identifies strategies and plans, and is comfortable making recommendations for possible solutions to problems.
COMMUNICATION	Excellent communications skills both oral and written, including ability to write concise and accurate reports. Exceptional influencing skills with a proven ability to communicate in a clear, confident and articulate manner. Ability to remain calm, composed, and optimistic 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. Excellent time management and project management skills and experience.
STRATEGIC AGILITY	Takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies strategies and plans, and is comfortable with managed risks.
TEAMWORK	Collaborates and supports team members to achieve their targets and bring out the best in those involved.
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 technical 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.



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. Internally, with Senior Management and team members from across Council, to ensure commercial procurement, contract management and project planning is aligned with Council's services and strategic planning, externally with the public, contractors and consultants engaged for in projects and liaise with stakeholders as required on behalf of 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.



Work Matters

Strategic Leadership

As a Senior member of the Community Infrastructure group, this role will have responsibility for the people, priorities and objectives of the functions within the Local Waters Teams.

Work alongside the Commercial and Operations Manager and Local Waters Team Leads to Lead the charge in fostering a culture of leadership, engagement, and continuous improvement across teams and the broader organization. By coaching individuals and ensuring all staff understand the purpose of their role and their contribution., collaborating with stakeholders, and championing excellence, you will create an environment where staff thrive, align with organizational goals, and embrace a spirit of service and continuous development.

Live our Values and focus on the Moments that Matter. Supporting your fellow leaders and empowering and inspiring the development of leadership across the organisation.

Lead the Local Waters Operations, Management and Asset Management Strategy and Policy

This role's primary focus, constituting at least half of its responsibilities, is to lead the operations team in ensuring safe drinking water provision and sustainable management of wastewater and stormwater. Responsibilities include overseeing daily operations, maintenance, and renewal of treatment plants and pump stations, collaborating with team leads to ensure compliance with regulations, and implementing strategies for operational excellence.

Leading the delivery of Three Waters Strategic Capital Projects and developing effective management strategies to meet community needs and future infrastructure demands aligned with the Council's objectives in the Long Term Plan 2021 – 2031.

Available to attend after hour's emergency callouts and willingness to work outside regular working hours and travel on occasion.

Lead the Horowhenua Alliance Programme and Transition

To successfully transition operations of local water delivery from Horowhenua Alliance to HDC-run, you will need to proactively plan, communicate effectively, and provide comprehensive training to ensure a seamless shift for both staff and operations.

You will lead detailed coordination efforts between the Horowhenua Alliance, the council, and relevant stakeholders to optimize service delivery and minimize disruptions throughout the transition period.

Financial and Compliance Management

Oversee the financial management of Water Services activities, ensuring adherence to set budgets to maintain financial sustainability for the Horowhenua District Community.

Additionally, you will ensure compliance with regulatory requirements under the Water Services Act 2021 and Taumata Arowai rules, working closely with the Commercial and Operations Manager, Business Support Lead and finance team to address any financial concerns and maintain operational efficiency.

Operational Performance and Business Continuity

Getting the Basics Right Customer Focussed Delivery of Core Services.

Focus on building process and structure to move from reactive to pro active service delivery. Build resilience across the group and ensure Business Continuity Planning.

Document a comprehensive understanding of risks around critical service assets and personnel. Complete 'surprise' test of business preparedness and continuity for major events.

Council Contribution

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

Participate in Emergency Management activities.



Alignment with our community outcomes



Reset our engagement and partnership approach and work more with and for the community.

Support our partners to maintain and enhance tikanga with ancestral lands and waterways, wāhi tapu and other taonga.



Ensure our built environment supports the wellbeing of our people and manage competing pressures on resources sustainably.



Provide Leadership and oversight to the management of risk and operation in the Solid Waste and Three Waters Activities

Deliver the capital infrastructure programme



Achieve the best for Horowhenua in the face of Waters Reform to make our economy grow. We aspire for economic security for all of our people and seize growth opportunities for our district.



Rebuilding the Horowhenua District Council, with a focus on empowering a culture of excellence, service & continuous improvement.

Get the basics right and support the customer focused delivery of core services

