

Water and Waste Services Manager

UNIT/TEAM	Infrastructure Services
REPORTS TO	Group Manager Infrastructure Services
ROLE PURPOSE	As a member of the Infrastructure Services Group, this role is responsible and accountable for the delivery of job specific responsibilities in line with their Business Units program of work including ensuring environmental risks are minimised and infrastructure is run efficiently.

COUNCIL'S VISION

Working together to take Horowhenua from good to great.

COUNCIL'S MISSION

In achieving our vision we will ensure that we are working towards:

- Customer Excellence
- Operations Excellence
- Product Excellence
- People Excellence

OUR VALUES

Greatness	We never settle until our good is better and our better is great!
Real unity	We make it happen, together!
Energy	We use our energy to perform and succeed!
Achievement	We deliver exceptional results!
Trust	We create trust by living with integrity!

KEY RESULT AREAS

KEY RESPONSIBILITIES	SUMMARY OF OUTCOMES
<p>Oversee/monitor the delivery of efficient, quality, and cost-effective services of the three waters and the solid waste functions to ensure operational outcomes are in accordance with relevant legislation, local community requirements and public health standards.</p>	<ul style="list-style-type: none"> • Manage the development and delivery of effective water services, solid waste management and minimisation strategy and policy. • Ensure that agreed levels of service, objectives and statements of service performance are achieved and reviewed as required. • Provide sound professional advice to the Leadership Team, staff, elected members and contractors. • Monitor best practice asset management processes to operate and maintain three water plants and networks. • Monitor best practice asset management processes to operate and maintain solid waste management and minimisation operations. • Monitor recycling and other waste minimisation programmes to ensure compliance with community ordinances. • Assess recommendations and investigative conclusions for new opportunities related to water services and/or for materials to be collected and recycled. • Inspect physical conditions of water plants and networks and of hazardous waste facilities for compliance with safety, quality and service standards. • Request and assess designs as produced by the internal design team for water detention facilities, storm drains, flood control facilities, or other hydraulic structures. • Assess technical studies for water resources and waste management activities. • Monitor that all relevant quality standards and public health and safety standards are met. • Monitor programmes and projects while ensuring the appropriate systems and performance standards are applied consistently. • Monitor that all resource consents for relevant projects and programmes are in place and those conditions for the operation of the landfills, plants, and networks are met. • Ensure that programmes, developments and projects meet compliance with HDC Engineering Standards, Policy, business plans and Strategic plans. • Develop and maintain asset condition/maintenance recording systems in line with best practices standards. • Monitor best practice risk management processes to three water and solid waste operations. • Keep up-to-date with changes in regulatory legislation, guidelines etc. • Present resource proposals to council, public interest groups, contractors, or community groups. • Maintain own awareness around current environmental and community issues which potentially could impact on operational and maintenance programmes.

	<ul style="list-style-type: none"> • Oversee and/or compile proposals, project reports, informational brochures, or other documents on three water and waste management subjects.
<p>Oversee all operations and programmes delivered by service providers to ensure service agreements meet all relevant requirements to deliver on agreed services, business and project plans as per set budgets.</p>	<ul style="list-style-type: none"> • Oversee progress of projects and service delivery of the Horowhenua Alliance and the Solid Waste contractors as per approved service delivery agreements. • Manage contracts to ensure that work is completed as per agreed time frames. • Monitor a culture of continuous improvement and clear measures to track performance of contractors. • Encourage innovative thinking in daily operations and maintenance activities related to contractor performance. • Develop and implement contract management and negotiation strategies to ensure effective and efficient delivery of contracted services.
<p>Manage financial aspects of the three waters services and solid waste activities to ensure daily operation is within set budgets to achieve financial affordability for the Horowhenua District Community.</p>	<ul style="list-style-type: none"> • Monitor project, programmes and contractual agreements with departmental budget. • Review financial statements, activity reports and other performance data to measure productivity and goal achievement and to determine areas needing cost reduction and program improvement. • Produce and analyse financial reports regularly. • Monitor and control budget as per financial and HDC business requirements and formats, on an annual basis. • Monitor and analyse monthly expense report. • Take corrective action on variances as per monthly expenditure report. • Authorise financial activities as required. • Liaise with the Group Manager and financial staff to assist in resolving financial concerns or activities. • Alert Group Manager Infrastructure Services to any issue that could have an impact on the departmental budget.
<p>Build effective working relationships with stakeholders to ensure high quality water and waste management services add sustainable value to the community and overall district.</p>	<ul style="list-style-type: none"> • Promote a conflict resolution culture to ensure that customers' views are valued and that Council engage with meaningful work relationship with key stakeholders. • Network and engage with key stakeholders to establish value-adding relations with stakeholders. • Foster an environment in which a customer service focus filter through all internal and external activities. • Oversee preparation of reports on topics such as bid proposals, deeds, environmental impact statements, or water services and waste management descriptions. • Build strong and positive working relations with internal and external stakeholders. • Provide formal and professional presentations to internal and external stakeholders. • Lead interactions with internal and external stakeholders on services, enquiries, requirements and agreements.

<p>Manage capital works programmes to ensure HDC offer valuable and sustainable water and solid waste management services to the local community.</p>	<ul style="list-style-type: none"> • Oversee feasibility studies for the construction of facilities, such as wastewater and stormwater, run-off collection networks, treatment plants, or wastewater collection systems. • Oversee feasibility studies for waste management and minimisation practices and operational plans. • Oversee research, design, planning and/or performing of engineering services in the prevention, control and remediation of waste management practices. • Oversee new or upgrade capital works programs aimed at offering high quality water and waste management services. • Prepare reports to Council and the community in respect to capital projects. • Liaise with technical experts to interpret, plan or design new or upgrade capital works programmes. • Engage with local Iwi, consultants and the community to assess input related to their concerns and needs.
<p>Provide overall support to HDC business operations when required and as agreed with the Group Manager to support continuous and high levels of organisational service delivery to the Horowhenua community.</p>	<ul style="list-style-type: none"> • Assist any other department of Council when required. • Manage all Council information using the required tools and processes including electronic data capture and management i.e.: hard copies, Authority and TRIM. • Actively participate in and contribute to the Council performance management system and staff development programs. • Participate and contribute to management support initiatives. • Provide technical direction and/or supervision to direct reports. • Actively participate and contribute to the achievement of Council's Vision and strategic goals. • Take personal responsibility for 'owning performance' and professional development and discussing this with the Group Manager. • Demonstrate commitment to up-skilling and further developing specialist knowledge and applying best practice. • Actively seek and promote ideas and initiatives that improve the service levels and business processes that are the responsibility of the position. • Show flexibility, adaptability and a willingness to change and be open to feedback as an opportunity to improve. • Provide assistance and support during Civil Defence activities as required.
<p>Monitor, check and maintain contractual agreements with service providers to ensure legal compliance is achieved, support sound financial decision making and minimise risk to effective daily Council Solid Waste operations.</p>	<ul style="list-style-type: none"> • Lead all negotiations and drafting of contracts with existing and potential contractors. • Manage new and existing contractual agreements which need to reflect and define all new capital works programmes. • Prepare contracts or negotiate revisions to contractual agreements with consultants, engineers, customers, and or contractors. • Revise contractual agreements as required, in line with standard processes and procedures.

	<ul style="list-style-type: none"> • Assist in the development of contract management instructions, policies and procedures related to solid waste operations. • Monitor process and maintain records and agreements to ensure that all contracts are valid and up to date to reflect contractual agreements accurately. • Develop and implement quality control programs to ensure service delivery is in line with contractual agreements. • Administer contracts to ensure that services are delivered to the specified standards for quality, cost, safety and resource consent processes.
<p>Monitor and control the financial processing of specified expenditures and payments in line with budgetary requirements and service agreements to ensure all Solid Waste activities are delivered economically and in line with business plans.</p>	<ul style="list-style-type: none"> • Process end-of-month claims or invoices for all solid waste activities. • Assist with the review and progress of operational budgets. • Estimate quantities and cost of contracts to assess, recommend, and report on finances. • Control budgets as per contractual agreements.
<p>Build effective working relationships with all key stakeholders to ensure sustainable and effective management of waste management and minimisation within the Horowhenua community.</p>	<ul style="list-style-type: none"> • Assist with the preparation of reports on technical topics such as environmental impact statements. • Build strong and positive working relations with internal and external key stakeholders. • Provide formal and professional presentations to internal and external key stakeholders. • Assist in the preparation of reports to Council and the community in respect to capital projects. • Act as a lead contact with internal and external stakeholders on enquiries, requirements and agreements.
<p>Deliver on overall Council contribution if and when required to ensure Council's overall business goals are achieved as well as developing own professional abilities on a continuous basis.</p>	<ul style="list-style-type: none"> • Additional tasks, duties or responsibilities as directed by the manager • Assist any other department of Council when required and as agreed • Participate in Council's response to emergency events as practicable • Extend own professional development • Actively participate in and contribute to performance improvement and development • Participate and contribute to performance improvement and development • Process all Council information as per approved electronic records management system and procedures

DELEGATIONS

Direct Reports	3 Direct Reports	
Financial	\$100,000	
Warrants Required:	TBC	
Legislative Function:	Legislation and/or Bylaw	Section and/or Bylaw

COMPETENCIES

A successful Water and Waste Services Manager at HDC will demonstrate the following competencies:

- **Achievement** - Demonstrates a strong focus on high performance standards and personal achievement. Goes above and beyond to exceed expectations.
- **Communication** - Communicate in a clear, confident and articulate manner. Is effective at influencing others.
- **Implementation** - Is reliable, detail-focused and meticulous. Follows through on plans to ensure they are carried out accordingly.
- **Resilience** - Remains calm, composed, and optimistic in stressful or high pressure situations.
- **Self-Insight** - Is aware of own strengths and weaknesses and actively seeks out opportunities for new learning and growth.
- **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.
- **Business Acumen**- Maximise returns in the business is future-orientated and strategic and seeks areas for business improvement.
- **Teamwork** - Supports and collaborates with team members to achieve targets.
- **Mental Power** – 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.

EXPERIENCE/QUALIFICATIONS

Essential:

- BE (Civil) / Environmental, MIPENZ or NZCE/REA or equivalent.
- Demonstrate strong financial management skills
- At least fifteen years previous experience in engineering design, construction, operation, maintenance and network asset management.
- At least five years' experience in contract management and project management.
- The ability to apply knowledge of engineering standards, especially in the wastewater and stormwater services environment.
- Current drivers licence
- Willingness to provide consent for pre-employment checks such as psychometric assessments, Ministry of Justice Checks, and Drug and Alcohol screening tests.
- Sound Technical knowledge related to Solid Waste Activity

Desirable:

- Experience within Local Government would be an advantage.
- Sound working knowledge of relevant New Zealand statutes, regulations and codes of practice.
- Sound working knowledge of relevant computer software, database applications and information management systems.
- Advanced working knowledge of technical report writing and principles of financial management.
- Knowledge of relevant equipment, policies, procedures and strategies to promote effective local operations which ensure the safety of people, data, property and institutions.
- Administration and managing of processes, quality control and cost.
- Advanced knowledge of waste water treatment.
- Advanced knowledge of Solid Waste Management and Waste Minimisation programmes.

- Knowledge of economic and accounting principles and practices, the sector markets and the reporting of financial data.
- Basic computer literacy
- Ability to communicate in at least English on an advanced level
- Managerial abilities
- Resource Management Act 1991
- Local Government Act 2002
- Local Government Amendment Act 1996
- Hazardous Substances and new Organisms Act 1996
- Health Act 1956
- Waste minimisation Act
- Climate Change Response Act

KEY RELATIONSHIPS

Internal:

- Water & Waste staff
- Group Manager Infrastructure Services
- Horowhenua Alliance Manager
- Other Infrastructure Services Staff
- Horowhenua Alliance Staff
- Chief Executive Officer
- Senior Management Team
- Mayor, Councillors and Community Board Members
- Financial Services Staff
- Customer & Regulatory Staff
- People & Capability Staff

External:

- Council stakeholders
- Ratepayers, residents and members of the public
- Council suppliers, contractors and other professional service providers
- Emergency Management Agencies
- Managers and staff in Local Government New Zealand
- Managers and staff in IPENZ
- Managers and staff in key Government agencies
- Managers and staff at Horizons Regional Council
- Managers and staff at neighbouring Local Authorities
- Developers
- Landowners
- Iwi