

Senior Utilities Manager

An advanced specialist role that exists to provide management and oversight of Council’s Three Waters, Solid Waste and Engineering services and operational activities.

ORGANISATION
NGĀ POU | OUR VALUES

 **Manaakitanga**
POU 1. The customer is at the centre of everything we do.

 **Rangatiratanga**
POU 2. We aspire to the highest standards.

 **Whakapono**
POU 3. We strive to be trusting and trustworthy.

 **Whanaungatanga**
POU 4. We act with courage, respect, kindness and empathy.

 **Kotahitanga**
POU 5. We embrace diversity and strive to be inclusive.

 **Aroha**
POU 6. We believe in and encourage each other.

 **RANGITIKEI**
DISTRICT COUNCIL

**He oranga Whenua,
He oranga Tangata,
He oranga Wairua.
Tihei Mauriora!**

**If our Land is cared for,
if People are looked after,
if the Spirit is strong,
we can build a
better future for all.
Let there be life!**

Making this place home

Our expectations

As part of the Rangitikei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational values, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team, and
- deliver our services in a way that is best for the district (as opposed to best for the Council)

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Senior Utilities Manager – that’s your primary role at Rangitikei District Council. But working with us is much more than simply completing the task – it’s about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We’re crafting a new way of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What you will do

- Effectively lead direct reports, ensuring there is a clear understanding of their roles and responsibilities, regular performance appraisal meetings, and developing capability through coaching, mentoring, development planning, and actively sharing knowledge and expertise.
- Analyse complex utility maintenance and operational issues, evaluate alternative solutions, and recommend a strategic and tactical course of action in conjunction with facility engineering, maintenance/repair and subject matter experts
- Key participant in the preparation of the annual operating plan and participant with engineering for the emergency, corrective, and preventative/predictive maintenance activities.
- Oversee and lead network performance and renewals programmes, efficiency management and continuous improvement across three waters and solid waste activities.
- Oversee engineering and construction design standards.
- Ensure relevant work programmes are delivered in an exemplary manner, to meet Council, Community and stakeholder expectations in terms of time, cost and quality.
- Ensure contracts are being managed in accordance with policies and procedures.
- Oversee the successful delivery of engineering projects across three waters and solid waste activities.
- Provide high level input into Council's Long-Term Plan, Annual Plans and Asset Management Plans
- Ensure that strong, collaborative relationships are developed and maintained with key internal and external stakeholders.
- Ensure accurate annual budgeting is achieved.

Health and Safety

- Accurately and promptly report all accidents, incidents, near misses, hazards and risks by the end of the working day
- Keep yourself and others safe
- Adhere to all Council Health & Safety policies, procedures and guidelines

What we all do

- Grow and develop resilient customer focussed staff, within a culture based on personal responsibility
- Provide a safe, flexible and supportive environment, where performance is recognised and success is celebrated
- Embrace training and professional development opportunities for continuing improvement
- Undertake Civil Defence Emergency Management responsibilities if required

Our customer commitment

We strive to deliver excellent customer service by:

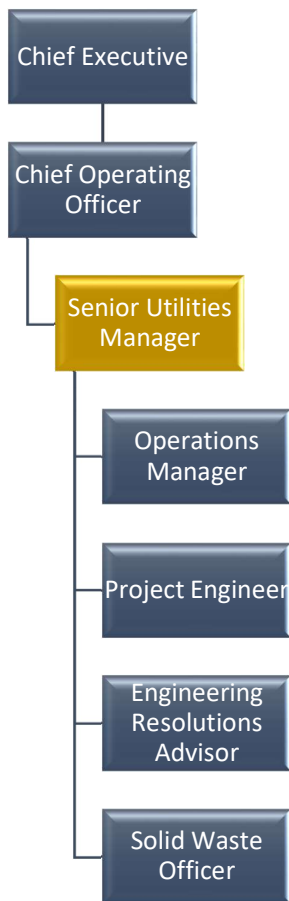
- Understanding and anticipating needs
- Dealing with enquiries promptly and fully
- Providing quality support and information
- Communicating changes to services in advance

We will:

- Welcome, listen and treat everyone respectfully
- Acknowledge and follow up all complaints and requests for service, and provide a timely response
- Seek feedback on the service received so we can continue to improve what we do

What you will bring

- A tertiary qualification in related technical field or similar qualification.
- Minimum of 10 years relevant experience.
- Proven ability to lead, motivate and supervise a diverse team.
- Good knowledge of the Local Government infrastructure/utilities sector



- Proven experience in the management of external suppliers and contractors
- Proven maintenance management and planning experience
- Proven strategic planning experience.
- Excellent planning and operational skills
- Ability to communicate at a high level to a range of audiences.
- Ability to work effectively and efficiently and to set and meet appropriate standards and deadlines.
- Ability and willingness to learn and adapt to new technology and software in a continuously changing environment.
- Thorough understanding and advocacy for the principles of customer first