

# Three Waters Manager



**Mackenzie**  
DISTRICT COUNCIL

## Position Description

<b>Position:</b>	Three Waters Manager
<b>Incumbent:</b>	TBC
<b>Reports to:</b>	Engineering Manager
<b>Location:</b>	Fairlie
<b>Department</b>	Operations and Regulatory Services
<b>Business Unit:</b>	Engineering
<b>Role Family:</b>	Operational / Functional Leaders

<b>Customer Relationships:</b>	<b>Who:</b>
➤ <b>External</b>	<ul style="list-style-type: none"><li>➤ Suppliers, contractors, consultants and partners</li><li>➤ Ratepayers, residents and community groups</li><li>➤ Iwi / Runanga / Mana Whenua</li><li>➤ Key stakeholder groups</li><li>➤ Government agencies and local governments</li><li>➤ Relevant professional bodies</li><li>➤ Developers</li></ul>
➤ <b>Internal</b>	<ul style="list-style-type: none"><li>➤ Executive Leadership Team</li><li>➤ Senior Leadership Team</li><li>➤ Elected Members, Community Boards</li><li>➤ All other Mackenzie District Council employees</li></ul>

### **Position Contribution:**

The Three Waters Manager is primarily responsible to ensure that the Mackenzie District Council's Three Water assets meet the current and future regulatory requirements, needs of the Mackenzie District, and are aligned with the council's strategic direction and are appropriately developed, maintained, and utilised for the benefit of ratepayers and all users.

This role reports directly to, and works closely with, the Engineering Manager.

Mackenzie District is a unique and sensitive environment, so this role is paramount in delivering outcomes fit for their iconic location. This incorporates direct reporting to Council and Community boards, so they are proactively informed and can make decisions in a timely and considered manner.

Council is focused on the delivery of best practice and innovation, community driven place making, collaboration and embracing kaitiaki principles in all that it does. This is particularly relevant in this key role.

The role is also responsible and accountable for the delivery of job specific responsibilities in line with their Business Units program of work which includes ensuring budgets are controlled, capital projects are delivered, and environmental risks are minimised.

Facilities and infrastructure are to be run efficiently in a fully compliant manner. The position holder will also ensure that opportunities for external funding to supplement councils' operations are maximised in a responsible and deliverable manner.

<i>Scope of Position</i>	<i>Dimensions of Position</i>
<b>Delegated levels of authority</b>	As per the Mackenzie District Council Delegations Manual.
<b>Span of Control</b>	<p><b><u>Direct Reports:</u></b></p> <ul style="list-style-type: none"> <li>• Engineering Officer</li> <li>• Drinking Water Plant Operator x2</li> <li>• Wastewater Plant Operator</li> <li>• Three Waters Reticulation Operator x2</li> <li>• Three Waters Sampler</li> <li>• Technical Administration Support Officer</li> <li>• Administration Support Officer</li> </ul> <p><b><u>Contracts</u></b></p> <ul style="list-style-type: none"> <li>• Three waters maintenance contracts</li> <li>• Three waters capital delivery</li> <li>• Three waters reporting</li> </ul>

### **Key Result Areas (KRA's):**

#### **KRA1: People and Team Leadership of the Three Waters Team**

**Expected Outcome:** Visibly provide visionary leadership that is proactive, constructive, innovative, caring, and produces commitment to Mackenzie District Council's vision, mission and values and promotes a safe and healthy environment for all.

#### **Primary Areas of Responsibilities / Measures:**

- Promote and integrate teamwork across all aspects of the roading team and its activities including direct staff, indirect staff, contractors and consultants.
- Actively model and drive organisation values to achieve the specific outcomes of the Mackenzie District Council's vision, mission, values, strategic plans, and projects, with the support of the Engineering Manager the Executive Leadership team, and other leaders within Council.
- Engage formally and at least monthly, with direct reports undertaking coaching and leadership discussions focused on building high performing teams and improving team productivity and job satisfaction.
- Manage contractors and consultants who are responsible for any delivery of outputs or outcomes relating to roading specifically ensuring through alliancing principles they are a direct extension of Mackenzie District Council, and they must adhere to our cultural and value-based expectations. This includes ensuring

the delivery of services to the required standard, in a timely manner as well as delivering perceptible value for money.

- Ensure that all team members have goals set and received regular feedback on their performance.
- Ensure that staff development needs and personal goals are identified and addressed through on-the-job training, plans or other actions. Undertake annual formal performance reviews and ensure development plans are in place.
- Manage the Health, Safety and Wellbeing of the team members, public and contractors who interface with the roading network through identification of hazards and eliminate or reduce these, including issues causing stress.
- Meet at least monthly with your team members on an individual basis and key contractors as a group to communicate organisational and functional direction and the performance of the team/Business Unit over the last month/period.

## **KRA2: Strategic Planning**

**Expected Outcome:** That there is a long-term plan in place for all the Mackenzie District Council's Three Waters assets, that is aligned with the council's strategic direction.

### **Primary Areas of Responsibilities / Measures:**

- Provide safe drinking water to users and meet Taumata Arowai requirements.
- Manage the maintenance of all Three Waters assets.
- Management and delivery of the Three Waters budget
- To develop and formulate draft policies where required, and discuss these with the Engineering Manager, the elected representatives and the wider public.
- Assess condition and performance of the assets and estimate remaining economic lives.
- Prepare programmes for asset replacements and new works.
- Participate in preparation of Activity Management Plans.
- To advise the Engineering Manager of issues and options on the tasks and areas of responsibility delegated to the Three Waters Manager.
- Prepare Capex. and operation and maintenance budgets for annual and long-term plans.
- In collaboration with the planning team, ensure the development of land in the district meets Council's standards, and has a positive outcome for ratepayers.
- Report to Council Executive and Boards.
- Deliver annual reports and assist auditors.

## **KRA3: Planning**

**Expected Outcome:** Asset Management programmes for the maintenance and development of the Council's Three Waters Assets are prepared, operated, and maintained in an economically sustainable manner.

### **Primary Areas of Responsibilities / Measures:**

- Model the asset networks to anticipate asset renewal program and report the risk of failure
- Plan, design, and supervise construction of minor improvements.
- Assess proposed developments.
- Engage technical experts and other consultants for larger projects. - Obtain resource consents where required.
- Update plans based on legislative and environmental changes.
- Liaise with Government Agencies and Regional Council.

## **KRA4: Delivery**

**Expected Outcome:** That work is delivered to standard, with minimum disruption, that people are aware of what is happening and makes best long-term use of rate payers money.

**Primary Areas of Responsibilities / Measures:**

- The health, safety, resourcing, programming and productivity of Council ground staff.
- Issue work requests and supervise the work.
- Attend Council, Community Board, community, or public meetings and use the Communications Advisor and Community Services Officers to ensure Communities are aware of proposed projects and are kept up to date on activities.
- Project manage construction.
- Authorise payments of contract claims and other expenditure for the 3 waters. Control budgets for capital and operation expenditure for the 3 waters.
- Develop and maintain a job costing system for 5 individual water supplies, 5 sewerage schemes, 3 storm-water systems, and various works.

**KRA5: Customer Support**

**Expected Outcome:** That relevant information is provided accurately and on time to internal and external stakeholders.

**Primary Areas of Responsibilities / Measures:**

- Provision of information and reporting to Council in accordance with delegations and / or through the Manager Engineering.
- Providing technical advice to cross-functional team members, working groups, Council committees, stakeholder groups, Council's professional services providers, professional individuals and consultants, developers and the community.
- Drive cross-functional integration and collaboration between Council teams as the standard approach to delivering Council services.
- Respond promptly to requests for service, complaints, and comments from the public on activities for which the position is responsible.

**KRA6: Financial**

**Expected Outcome:** Ensure that the Three waters team delivers value for money and on budget performance.

**Primary Areas of Responsibilities / Measures:**

- Work closely with the General Manager Engineering to ensure procurement of contractors and consultants is in accordance with the procurement strategy, agreed policies and procedures and delivers services to the required standard, in a timely manner as well as delivering perceptible value for money.
- Monthly and annual financial reporting and forecasting
- Long term plan forecasting

**KRA7: Self / Professional Development**

**Expected Outcome:** Develop your leadership and management experience proactively, learn about the Mackenzie District Council and contribute to the broader leadership and management of the Council.

**Primary Areas of Responsibilities / Measures:**

- Actively solicit feedback from customers, peers and your manager about your work performance in order to develop your skills.
- Build and maintain professional knowledge of best practice in Three Waters management.
- Actively learn and take a keen interest about all aspects of public facilities, parks and places to enable you to provide support and cover for all areas within the team.
- Be a willing and active participant in Mackenzie District Council's emergency management activities and responsibilities.

## **KRA8: Confidentiality**

**Expected Outcome:** Ensure that any information (obtained indirectly or directly) is deemed as confidential and sensitive and kept in the strictest of confidence.

### **Primary Areas of Responsibilities / Measures:**

- Protect and secure any information, strategies, processes, materials, costs, financial information or secrets relating to any aspect of our business and the Mackenzie District Council and its customers / suppliers / contractors / subcontractors / business partners.
- Ensure that commercially sensitive information is not disclosed and is always protected.

## **KRA9: Health, Safety and Wellbeing**

**Expected Outcome:** Drive all aspects of health, safety and wellbeing whilst actively contributing to the overall health, safety and wellbeing culture and strategy within Mackenzie District Council, their suppliers and contractors.

## **KRA10: Emergency Response**

**Expected Outcome:** Ensure 3 Waters have appropriate procedures, programmes and capability to ensure there is an appropriate readiness, response, recovery and post event review to emergency events

### **Primary Areas of Responsibilities / Measures:**

Under the Civil Defence Act 2002, all territorial local authorities (TLA's) are required to have trained employees ready to respond to civil defence emergencies at a local level. You may also be assigned a specific civil defence role or generally be co-opted to assist during a civil defence emergency event. Therefore, you may be required to:

- • Ensure adequate readiness, response and recovery is available for emergency events centred around Councils Infrastructure.
- • Ensure roles allocated, are performed in a professional and reliable manner during Civil Defence events and training.
- • Undergo training for a civil defence role.
- • Take part in exercises as required.
- • Work within and/or outside of normal hours (at time of an event).
- • Work in another TLA if required (at time of an event).

### **Primary Areas of Responsibilities / Measures:**

- Ensure that all activities associated with Three Waters assets, projects and maintenance, including that undertaken by contractors and consultants, are undertaken in accordance with Mackenzie District Council health and safety policy and procedures.
- Always ensure the safety of the public is incorporated into all and every action undertaken by the wider Three Waters team.
- Ensure risks associated with the business operation are understood and practically managed.
- Ensure compliance with responsibilities under the Health and Safety at Work Act (2015) and any amendments.
- Ensure compliance with requirements of the Motor Vehicle Policy.
- Undertake regular audits and reviews on both internal and external parties, demonstrating visible leadership to the wider business.
- Review statistical measures of health and safety performance and identify emerging trends.
- Lead and participate in organisation-wide initiatives to demonstrate the Mackenzie District Council's commitment to safety at all places MDC undertakes business activity.
- Act as a champion for safety, health, and wellbeing within the Mackenzie District Council; demonstrating this by 'walking the talk' with all employees, contractors, and suppliers.
- Proactively demonstrate authentic commitment and visible leadership of health and safety, holding self and others accountable.


- Demonstrate leadership that endorses safety as a core value of the business and promotes the Mackenzie District Council as a safe place for employees, contractors, and visitors.
- Provide governance where required and ensure active Health and Safety committees operate within area of responsibility.
- Actively develop the Mackenzie District Council's Health, Safety and Wellbeing culture.
- Be an active and willing participant in MDC's emergency management activities and responsibilities.





*The key responsibilities described in this document should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of this position. Key responsibilities may be amended from time-to-time following consultation. The position holder may also be required to perform duties outside of their normal responsibilities as and when required.*

### **Qualifications, Technical Skills, Knowledge and Ability:**

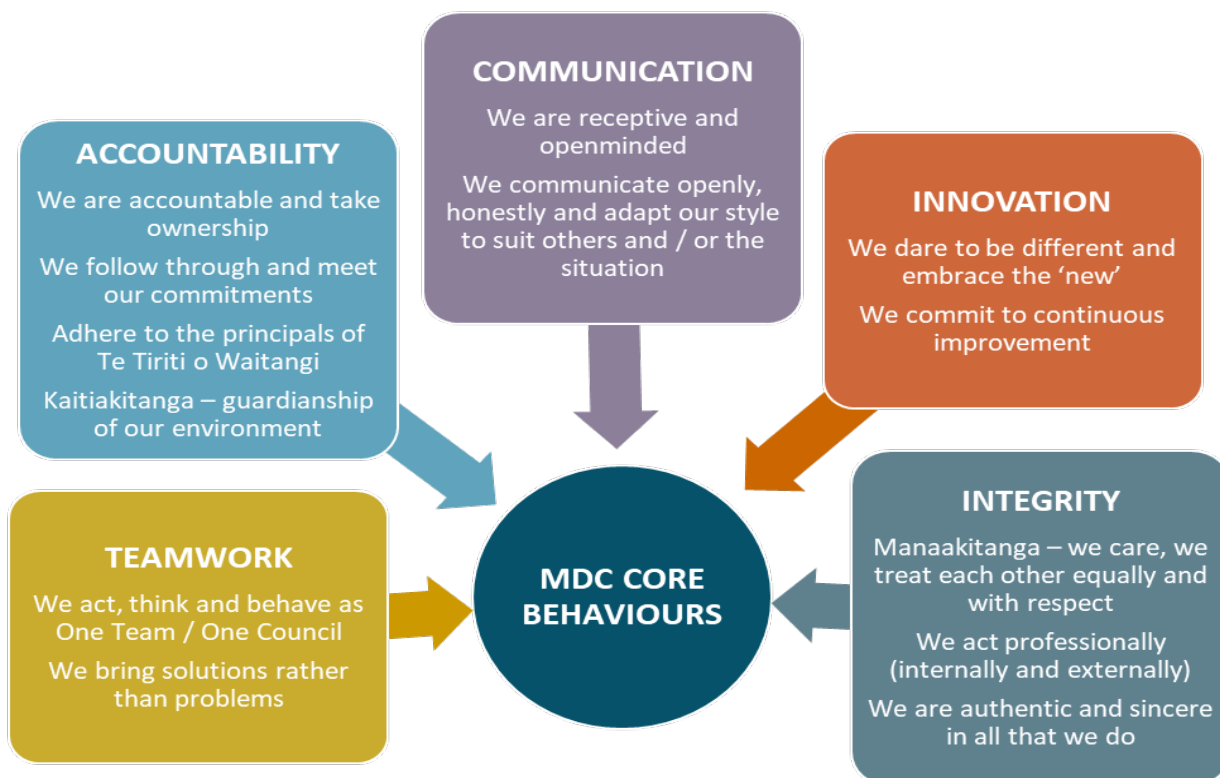
- 8+ years demonstratable experience in people leadership / management with demonstrated ability to articulate the corporate vision and take people on a change journey.
- A minimum of 5 years' experience in a management role.
- Relevant Tertiary qualification / Engineering related.
- Demonstrated ability to operate at both a strategic and operational level.
- Proven experience in project management.
- Demonstrated experience in working with community in partnership to achieve outcomes.
- Knowledge of the Local Government Act and Reserves Act and other relevant legislation.
- Knowledge of and respect for the principles of the Treaty of Waitangi.
- Proven team leader
- An in-depth understanding of the Health and Safety at Work Act 2015 and other relevant H&S legislation.

### **Our Values:**

	<b>Integrity</b>
	<p>Integrity is essential in local government because it is the cornerstone to build and maintain trust and confidence in public organisations, safeguard the public interest and promote high standards of behaviour.</p>

	<p style="text-align: center;"><b><i>Community Focused</i></b></p> <p>We believe in being community-focused as this is essential for ensuring that the needs and desires of the community are heard and addressed, building trust and collaboration between the community and local government, promoting economic development, and improving the quality of life for all citizens. We do this by providing better service delivery for higher community satisfaction, and increasing trust in government.</p>
	<p style="text-align: center;"><b><i>Collaborative</i></b></p> <p>Collaboration is important to us at the Mackenzie District Council as it leads to increased productivity, better problem-solving, and improved employee satisfaction. We work with key stakeholders to build trust and develop relationships that lead us to solutions that will leverage the strengths of our Treaty partners and stakeholders.</p>
	<p style="text-align: center;"><b><i>Responsive</i></b></p> <p>Agility is important to us because it will enable our communities to adapt to changing circumstances and respond quickly to new opportunities.</p> <ul style="list-style-type: none"> <li>• <b>Faster response times:</b> Ability to respond more quickly to changes in the market, customer needs, and technology. This allows us to stay ahead of the competition and take advantage of new opportunities.</li> <li>• <b>Improved innovation:</b> Agility fosters a culture of learning and systems thinking.</li> <li>• <b>Better customer satisfaction:</b> Delivery of products and services that meet or exceed customer expectations, and higher levels of satisfaction.</li> <li>• <b>Increased efficiency:</b> Optimise processes and resources, reducing waste and increasing efficiency.</li> <li>• <b>Greater resilience:</b> Better equipped to handle unexpected challenges and disruptions, such as natural disasters, cyberattacks, or economic downturns.</li> </ul>
	<p style="text-align: center;"><b><i>Forward Looking</i></b></p> <p>Be forward looking taking a long-term view allows us to anticipate future needs, manage resources effectively, and promote sustainable development for future generations. It also helps to address complex challenges such as climate change, growth. Ensure that we consider the long-term consequences and impacts of threats and opportunities, integrated proactive solutions can be developed.</p>

***Core Behaviours – Linked to our Values:  
Expected of all our Employees***



#### Job Family Specific Behaviours:

<b>Delivering Results</b>	<p>Sets goals and drives high performance standards that are aligned to MDC strategic goals / vision / values (teams and individuals); uses measurement methods to monitor progress of objectives / goals; actively drives team members to meet or exceed those goals.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Establishes goals</li> <li>• Monitors progress</li> <li>• Accountability &amp; Responsibility</li> <li>• Targets opportunities</li> <li>• Achieves goals</li> <li>• Champions Success</li> </ul>
<b>District and Customer Focus</b>	<p>Ensures that the District / customer perspectives are considered and linked to all business decisions and activities; develop and implement service practices that meet or exceed the District / customer and MDC's needs.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Seek to understand the District and customer</li> </ul>



	<ul style="list-style-type: none"> <li>• Identifies and manages customer service issues</li> <li>• Creates customer-focused practices</li> <li>• Leads customer excellence</li> </ul>
<b>Commercial Decision Making</b>	<p>Demonstrate a strong understanding of MDC's strategic goals / vision / values, business strategies, operations and functions; draw from experience and utilises industry information; recognise when further investigation is needed before decisions are made.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Applies commercial understanding to maximise results and MDC reputation</li> <li>• Understands all aspects and functions of MDC</li> <li>• Understands Local Government</li> <li>• Makes decisions strategically ensuring the impact is considered</li> <li>• Identifies opportunities for the growth of MDC / District and it's communities</li> </ul>
<b>Coaching and Development</b>	<p>Plans and supports the development of individual, team and the overall Council capability ensuring alignment to MDC's strategic goals /vision / values; provides support, coaching and feedback regularly to help our people excel in their current or future job requirements; adapts coaching approach to suit individuals' career drivers and learning styles.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Clearly states performance expectations and implications</li> <li>• Provides timely feedback and celebrates success</li> <li>• Clarifies performance and evaluates capability gaps</li> <li>• Guides learning and development</li> <li>• Leads change</li> </ul>
<b>Building and Strengthening Organisational Talent</b>	<p>Identifies, attracts, develops, motivates, engages, and retains talented individuals so as to achieve MDC's strategic goals; creates a learning environment with the Council where our people can grow and develop to meet current and future objectives.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Determines talent gaps within MDC</li> <li>• Recruits for current and future needs</li> <li>• Support the learning and development of our people</li> <li>• Creates a learning environment</li> <li>• Delegates appropriately</li> <li>• Identifies and retains talented individuals</li> <li>• Develops an openness to change</li> </ul>
<b>Teamwork</b>	<p>Identifies opportunities and takes action to build operational and strategic relationships between all areas and teams within MDC to ensure that MDC's strategic goals are achieved.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Identifies collaborative opportunities</li> <li>• Establishes relationships</li> <li>• Formulates action plans</li> <li>• Supports others</li> <li>• Considers impact of one's actions</li> </ul>

	<ul style="list-style-type: none"> <li>• Monitors relationships and progress</li> </ul>
<b>Effective and Successful Communication</b>	<p>Recognises one's role in MDC's communication; clearly and succinctly conveys information and ideas to individuals and Council, communicates in a focused, appropriate and effective manner.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> <li>• Takes initiative to share information</li> <li>• Communicates appropriately</li> <li>• Listens to and comprehends communication from others</li> <li>• Delivers clear messages</li> <li>• Communicates in an open, honest and professional manner</li> <li>• Ensures understanding</li> <li>• Follows up</li> </ul>

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Leader Signature

\_\_\_\_\_  
Date