



Team Leader - Water Field Operations

The purpose of this role is to lead a water services team, ensuring efficient 24/7 operations, safety, and customer satisfaction. You'll manage resources, oversee workload, engage with customers, and respond to emergencies. Additionally, you'll improve maintenance systems and keep customers informed. Flexibility to handle various tasks and adapt to emerging needs is crucial.

Reports to Three Waters Field Operations Manager

Our values - tikanga

Respect - *give it to get it.*

- We show civility through listening, being thoughtful and acknowledging others points of view.
- We embrace diversity, recognise differences and are inclusive in our treatment of others.
- We demonstrate our appreciation through praise and recognition.

Integrity - *do what's right.*

- We are honest, transparent and authentic.
- We are ethical, sincere and trustworthy.
- We seek the best solution rather than the easiest.

Commitment - *be in; boots 'n all.*

- We are passionate about the work we do and motivated to do a good job.
- We are solution focused and accountable for our actions.
- We take pride in working for the Hurunui District Council.

Our vision – Pae Tawhiti

To be a workplace that embraces diversity of thought.

Our mission – Aronga

To have the right people in the right place at the right time to provide infrastructure and services that are efficient, effective and appropriate to our Hurunui community.

Our expectations

Working for the Hurunui District Council means working as a team to deliver the best outcomes for our district.

We are developing our organisational culture to put our customers at the heart of everything we do through our organisational values, working together, and focussing on outcomes rather than tasks.

That means we will:

- Commit to working proactively with our customers to understand their needs.
- Operate collaboratively as a total council team.
- Deliver our services in a way that is best for the district (as opposed to best for us).

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. Even through you will have a primary position at Hurunui District Council, working with us is much more than simply completing your work. It is about how you go about doing your work, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

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; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes. We want you to work across teams to bring your solutions to the table and to work with those teams to implement them.

What you will do

- Manage the team to deliver its goals. Motivating, mentoring, and providing direction to your team members.
- Assess and ensure the team has resources and skills to deliver the services efficiently. This will involve identifying training needs
- Implement and maintain a culture of safety within the team. You'll enforce safety protocols, conduct regular health and safety assessments, and address any identified risks promptly.
- Develop and refine training material that supports the professional growth of the team
- Coordinate work for the team ensuring work is carried out as per Service Level Agreements while adhering to Regulatory and Water Safety Standards. Will include scheduling and managing contractors
- Review Customer Services Requests (CSRs) to ensure they are appropriately assigned and categorised.
- Engage with customers requesting work, and, where appropriate, address customer concerns.
- Analysing and improving data to prepare comprehensive reports on team activities, outcomes, and compliance issues.
- Participate in and lead responses to emergency events
- Contribute to development and improvement of the data systems
- Keep up to date maintenance work, including schedules
- Carry out requests as reasonably expected by line management

What we all do

- Embrace diversity and display cultural awareness in all aspects of work and development.
- Demonstrate a commitment to our values and wanting to be here.
- Welcome training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities and activities when required

Customer service

- Demonstrate a “customer centric” culture within the team, department and in the wider organisation.
- Act as a customer advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Provide assistance, guidance and advice to Council and committee members as applicable.
- Demonstrate empathy and non-judgemental approach.

Health and safety

- Ensure you accurately and promptly report all accidents, incidents and risks immediately or as soon as possible.
- Keep yourself and others safe.
- Adhere to all Council Health and Safety policies, procedures and guidelines.

What you will bring

Experience and skill in leading and managing staff

A relevant industry qualification or proven experience in the delivery of water services

An understanding of public health is an advantage

Strong problem solving skills

Other systems experience which would be helpful include: MagiQ, ArcGIS, Univerus (formerly AssetFinda), Laserfiche Forms and Datran.

Delegations

Line Management and financial authority in line with Council's delegations manual