



CLUTHA DISTRICT COUNCIL

Three Waters Contract Manager- Network Operations

**Are you an experienced leader with a track record of success in contract oversight?
This is your chance to make a real impact in the Clutha District by contributing to
the success of our Three Waters assets.**

About Us:

At Clutha District Council, we are committed to empowering our community to thrive while preserving our spaces for future generations. We believe in creating a workplace where everyone feels valued, supported, and confident in their roles.

About the Clutha District:

The Clutha District, spanning over 6,700 square kilometres in the lower South Island, offers breathtaking scenery from coast to mountains. Enjoy a relaxed lifestyle, affordable housing, and a friendly community, fostering an ideal work-life balance. Conveniently located near Central Otago and Dunedin, with its international airport and university, and bordered by the stunning Catlins, renowned for its waterfalls, wildlife, rainforest, and surf-worthy beaches.

Role Overview:

The Clutha District Council is seeking a skilled and experienced Three Waters Contract Manager to lead the management of the Three Waters Reticulation Contract contractors with responsibility for performance, quality, and value for money. In this role you will lead, coach and develop a team of technical and administration staff to manage and monitor delivery of reactive and planned maintenance activities to protect and enhance outcomes for council's three waters assets.

Key Requirements:

- Supervisory or management experience is essential. Experience of fifteen plus years is required and a minimum of 10 years supervisory experience
- Contract management experience
- Strong leadership and mentoring skills
- Ability to organise and prioritise workloads to meet targets and work to deadlines
- Report and letter writing ability with attention to accurate spelling and grammar
- NZ Diploma in Civil Engineering or Washington Accord Degree desirable

Why Join Us?

- Opportunity to make a meaningful impact in your community
- Supportive and inclusive work environment
- Great work-life balance
- Ongoing professional development and training opportunities

If this role sounds like what you're looking for, we'd love to hear from you!

We will be assessing applications as they are received, so apply now!



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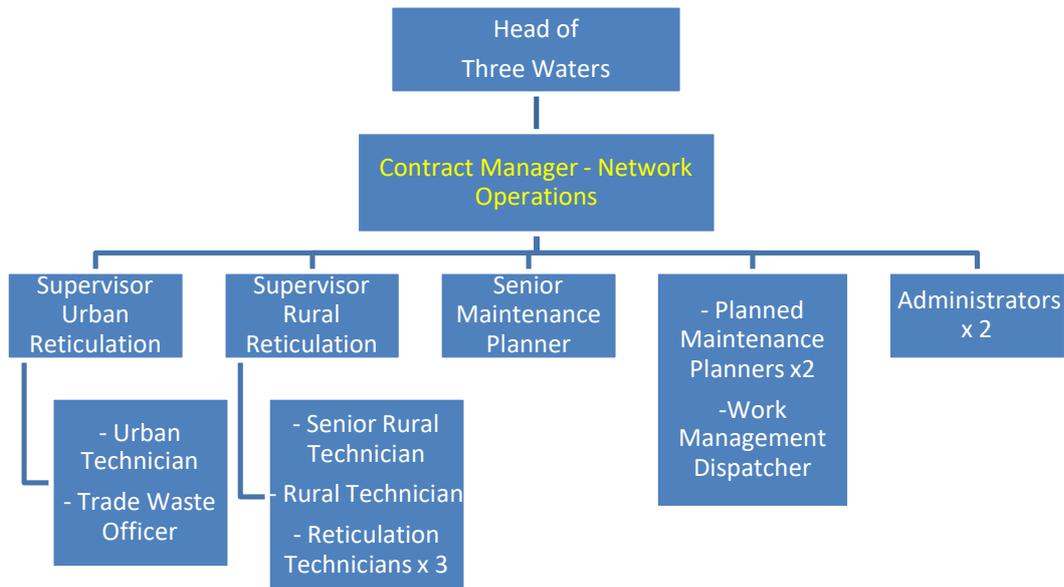
- For confidential enquiries** Please contact Linda Till, Head of Three Waters (linda.till@cluthadc.govt.nz) or phone 03 262 2022
- Vacancy closes** 15th November 2024
- Package** Up to \$124,434 per annum gross, dependent on relevant experience, skills and qualifications **plus** relocation
- To apply** Go to <https://cluthadc.recruitmenthub.co.nz/> where you can complete an application form and upload your CV and covering letter. Or you can send a hardcopy to: Vacancy, Clutha District Council, PO Box 25, Balclutha 9240
- Please go to www.cluthadc.govt.nz for information about the Clutha District and this council.
- Privacy Act Provisions** The information you provide on your application for employment will be collected and held by the Clutha District Council. This is collected for the purpose of assessing your suitability for employment by the Clutha District Council, which may include subsequent changes in employment with the Council, and to meet Council's information requirements as a potential employer. You have a right of access to personal information held by the Council and may seek correction of such information to ensure accuracy.
- Vacancy Process**
- All applications will be acknowledged to the email address provided in your application.
 - After the closing date, relevant staff will shortlist the applicants for the interview process.
 - We really like to read your cover letter - an incomplete application is less likely to lead to success.
 - Those applicants selected for interview will be contacted by us to arrange a date/time.
 - If you are selected for an interview, be prepared to sign police vetting form authorizing the Clutha District Council to seek a police report on you.
 - We will notify unsuccessful applicants at an appropriate stage of the recruitment process. We are not obliged to provide a reason why you were not successful with your application.
 - **All applicants must currently be legally entitled to work in New Zealand.**



Job Description

Job Title	Three Waters Contract Manager – Network Operations
Date	October 2024
M Files	919132
Department	Three Waters
Location	Based at a satellite office of the Clutha District Council, 26 Crown Street, Balclutha with possible occasional work at other Council premises and activities within and around the Clutha District
Employment Period	Permanent
Hours of Work	Full Time (minimum of 37.5 hours/week)
Responsible to	Head of Three Waters
Responsible for	Reticulation Supervisors x2, Senior Maintenance Planner, Planned Maintenance Planners x2, Work Management Dispatcher, Three Waters Administrators x2
Job Summary and Purpose	To lead management of the Three Waters Reticulation Contract contractors with responsibility for performance, quality, and value for money. To lead, coach and develop a team of technical and administration staff to manage and monitor delivery of reactive and planned maintenance activities to protect and enhance outcomes for council’s three waters assets.

ORGANISATIONAL CONTEXT





KEY RESULT AREAS

- *Team Leadership*
- *Business Management*
- *Contract Management*
- *Operational Technical Leadership*

Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA - <i>Team Leadership</i>	MEASURES
<ul style="list-style-type: none"> • Health and Safety: Encourage a positive team culture toward health and safety and ensure that the team adheres to Council’s health and safety policies and processes. 	<ul style="list-style-type: none"> • Health and Safety is considered at the commencement of all meetings. • A strong commitment and culture toward health and safety is evident among the team. • Support and monitor the team to meet Council’s health and safety objectives as set from time to time. • Actively monitor contractor H&S performance. • Support team members who are the subject of a health and safety incident by: <ul style="list-style-type: none"> ➢ Provision of appropriate support to affected team member/s within 24 hours of the incident occurring. ➢ Investigation of serious incidences involving the team, as appropriate.
<ul style="list-style-type: none"> • Manage a team environment that fosters and develops effective working relationships and high performance. 	<ul style="list-style-type: none"> • Personnel policies are observed, and human resources processes implemented on time and to standard (no sustained personal grievances).
<ul style="list-style-type: none"> • Ensure direct reports are coached, mentored, and effectively managed (including recruitment, retention, performance management, and training and development). 	<ul style="list-style-type: none"> • Feedback from staff and Activity Manager is positive. • Development of the Senior Maintenance Planner and Work Dispatcher roles.
<ul style="list-style-type: none"> • Ensure communications regarding corporate direction and priorities are consistently conveyed to staff in a timely manner. 	<ul style="list-style-type: none"> • Staff are aware of corporate direction and priorities. • Regular informative and productive team meetings are held.
<ul style="list-style-type: none"> • Ensure that ‘public’ information about activities is current and available. 	<ul style="list-style-type: none"> • Information presented on website, intranet, printed material, and other approved media is current, appropriate, and periodically reviewed.
<ul style="list-style-type: none"> • Monitoring the performance and workloads of direct reports to ensure that objectives are met. 	<ul style="list-style-type: none"> • Individual performance management processes are implemented on time and to standard, and variances managed.



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Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – <i>Business Management</i>	MEASURES
<ul style="list-style-type: none"> Managing the approved work programme, meeting the financial targets agreed in consultation with the Head of Three Waters and optimising the utilisation of resources. 	<ul style="list-style-type: none"> Conform to all business planning, management and reporting standards and requirements (Performance Monitoring Framework).
<ul style="list-style-type: none"> Providing advice to the Head of Three Waters on the implications of operational policy, plans, discussion documents and policies of other agencies and government bodies, and of proposed legislative changes relevant to the activity. 	<ul style="list-style-type: none"> Timely, clear, relevant, and concise reporting against agreed key business and performance goals, out of line situations and planned remedial action – no surprises (LTP and Corporate Plan). Reports are punctual, researched, succinct and informative. Supply relevant commentary for the Infrastructure Strategy & Operations Committee Report, Risk & Assurance Committee Report, and Community Board reporting as appropriate
<ul style="list-style-type: none"> Contribute to any strategic reviews related to accountabilities and the annual and long-term plan (including financial resource requirements) for the Activity. 	<ul style="list-style-type: none"> Conform to all business planning, management and reporting standards and requirements, and provide strategic input to meet process requirements where accountability required (Performance Monitoring Framework). Programmes and services are kept under review, changing requirements continue to be met and productivity and efficiency continue to improve (evidential).
<ul style="list-style-type: none"> Managing the financial budget for the activity, to ensure expenditure is within approved allocation. Review of finances to ensure expenditure is within budget. 	<ul style="list-style-type: none"> Risk Management Register is maintained and no losses due to managerial inaction. Regular reporting to Head of Three Waters of budget concerns or required corrective actions.
<ul style="list-style-type: none"> Continually monitoring and reviewing ‘risk’ associated with management accountabilities and recommending remedial action accordingly. 	<ul style="list-style-type: none"> Balanced evaluation of operational policy options and soundness, timeliness and completeness of policy/discussion documents presented to the Head of Three Waters (evidential).
<ul style="list-style-type: none"> Continually monitoring and improving systems, methods, efficiency, and the quality of services provided to customers. 	<ul style="list-style-type: none"> No sustained legal challenges (evidential). Measurement of customer satisfaction as determined in the annual Resident Survey; service request analysis report, customer callback data etc.
<ul style="list-style-type: none"> Ensure future demands on the team are anticipated and planned for where possible. 	<ul style="list-style-type: none"> No surprises.



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Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – <i>Contract Management</i>	MEASURES
<ul style="list-style-type: none"> • Monitor and manage the performance of operation and maintenance contractors with a focus on Council’s distribution networks. 	<ul style="list-style-type: none"> • Council networks are operated and maintained to agreed standards and within allocated budgets. • Seek efficiencies with other related service delivery contracts.
<ul style="list-style-type: none"> • Ensure the contract is operated in a proactive manner and appropriate legal advice is obtained where necessary. 	<ul style="list-style-type: none"> • Engage with the contractor to ensure an innovative approach that identifies cost savings, efficiency, and proactive maintenance.
<ul style="list-style-type: none"> • Interrogate and monitor non routine and planned maintenance budgets. 	<ul style="list-style-type: none"> • Budgets are managed and monitored, and any variances are reported appropriately to management.
<ul style="list-style-type: none"> • Be responsible for the management of minor capital works projects undertaken as part of maintenance activities as delegated. 	<ul style="list-style-type: none"> • Capital projects completed within agreed timeframes and budgets. • Works are programmed in a timely and efficient manner.
<ul style="list-style-type: none"> • Approve payment of contractors and audit claims in a timely manner in accordance with performance criteria in the contract documents. 	<ul style="list-style-type: none"> • Contract claims are assessed, and appropriate payments approved in a robust and timely manner. Provide recommendation for approval outside of financial delegations. • Liaise with contractor to identify efficiencies.
<ul style="list-style-type: none"> • Performance monitoring of contractors. 	<ul style="list-style-type: none"> • Lead monthly Contract Meetings. • Lead contractor Claim Dispute meetings. • Arrange meetings for Governance team and supply agenda information in consultation with Head of Three Waters. • Regular contractor quality audits are performed. • Random and scheduled health and safety audits are performed.
<ul style="list-style-type: none"> • Attend to customer enquiries/complaints in respect to delivery of network, reticulation, and planned maintenance activities. 	<ul style="list-style-type: none"> • Members of the Three Waters Operations Team respond to enquiries and complaints in a timely, courteous, and non-bureaucratic manner. • Well researched, accurate responses. • Conduct/appearance always presents Council in a positive light. • Measurement of customer satisfaction as determined in the annual resident survey; service request analysis report etc. and no reasonable complaints from customers are sustained.



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Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – Operational Technical Leadership	MEASURES
<ul style="list-style-type: none"> Be familiar with appropriate Council policies and procedures as well as appropriate standards, best practice, and legislative requirements for Three Waters activities. 	<ul style="list-style-type: none"> Up to date advice regarding standards and legislation is provided to the Three Waters Team and contractors where appropriate in a timely manner. Accurate instructions are issued to the contractor.
<ul style="list-style-type: none"> Provide development engineering advice on resource consent applications, subdivisions, connections, and disconnections etc. with a particular focus on the three waters area. 	<ul style="list-style-type: none"> Assist other service delivery teams to ensure accurate and timely advice regarding development requirement is provided to applicants and internal staff within agreed timeframes.
<ul style="list-style-type: none"> Monitor and manage all three waters related resource consents. Monitor and interpret SCADA data to ensure network performance information is up to date and ensure all necessary actions and notifications are completed. 	<ul style="list-style-type: none"> Information is gathered to ensure Council systems are compliant with resource consent conditions and meet agreed standards for compliance. All testing and reporting is undertaken in accordance with appropriate agreed standards. Take appropriate action when breaches occur.
<ul style="list-style-type: none"> Provide technical advice to other Operations teams regarding specifications, contract matters and operational activities. 	<ul style="list-style-type: none"> Accurate information provided on operational matters within agreed timeframes.
<ul style="list-style-type: none"> Undertake reporting and consultation to various Committees and Council for key operational activities. 	<ul style="list-style-type: none"> Regular reports to Committees and timely reporting to Council.
<ul style="list-style-type: none"> Enforcement of Council policies and bylaws with a focus on CDC Water Services Bylaw 2019. 	<ul style="list-style-type: none"> Council policies and bylaws are enforced promptly and appropriately.

Note that the above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance development process.

WORK COMPLEXITY

Most challenging duties typically undertaken, or most complex problems solved:

- Assessment and analysis of technical data to ensure compliance with DWQAR and consent conditions
- Provide support and technical operations contract advice regarding a broad range of engineering areas.
- Career development, mentoring and work programme guidance to team members.
- Management of poor team/contractor performance and recognition of high achievement.



FINANCIAL RESPONSIBILITIES

THE JOB HOLDER DOES NOT CONTROL A BUDGET	
Maximum delegated expenditure that may be spent without reference to manager	<ul style="list-style-type: none"> • \$100,000
<i>Delegated authorities are in accordance with the Clutha District Council Delegations Manual, which may be amended from time to time by the Clutha District Council.</i>	

PERSON SPECIFICATION

Technical/Professional Qualifications/Experience	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Supervisory or management experience is essential. Experience of fifteen plus years is required and a minimum of 10 years supervisory experience. Contract management experience. 	<ul style="list-style-type: none"> • NZ Diploma in Civil Engineering or Washington Accord Degree. • Experience or exposure to local government engineering or contracting environments.
<ul style="list-style-type: none"> • Current, full motorcar/light motor vehicles driver licence. 	
<ul style="list-style-type: none"> • Superior attitude to customer service excellence. 	<ul style="list-style-type: none"> • Conflict resolution skills.
<ul style="list-style-type: none"> • Good leadership and mentoring skills. 	<ul style="list-style-type: none"> • Experience in leading and developing high performance teams.
<ul style="list-style-type: none"> • Report and letter writing ability - accurate spelling and grammar. 	<ul style="list-style-type: none"> • Experience in producing reports.
<ul style="list-style-type: none"> • Ability to organise and prioritise workloads to meet targets and work to deadlines. 	<ul style="list-style-type: none"> • Ability to organise others' workloads.
<ul style="list-style-type: none"> • Liaise effectively and efficiently with others in a friendly manner and can deal courteously with everyone. 	
<ul style="list-style-type: none"> • Ability to work independently and use initiative. 	
<ul style="list-style-type: none"> • Ability to build positive working relationships with colleagues and contractors. 	
<ul style="list-style-type: none"> • Ability to maintain confidentiality. 	
<ul style="list-style-type: none"> • Enthusiastic, energetic, and self-motivated. 	
<ul style="list-style-type: none"> • Well-groomed and present a professional image. 	



KEY RELATIONSHIPS

EXTERNAL	PURPOSE OF CONTACT WITH THIS PERSON/S
<ul style="list-style-type: none"> Government and non-government agencies. 	<ul style="list-style-type: none"> Liaison regarding operational matters.
<ul style="list-style-type: none"> Other territorial authorities and regional councils. 	<ul style="list-style-type: none"> Liaison regarding operational matters and consent activities e.g., Otago Regional Council.
<ul style="list-style-type: none"> Tangata Whenua/Iwi/Public / Stakeholders/customers. 	<ul style="list-style-type: none"> A wide variety and range of operational and customer service interactions.
<ul style="list-style-type: none"> Service Providers. 	<ul style="list-style-type: none"> Enquiries/applications and liaison.
<ul style="list-style-type: none"> Community groups and organisations. 	<ul style="list-style-type: none"> A wide range of operational and customer service interactions.

INTERNAL	PURPOSE OF CONTACT WITH THIS PERSON/S
<ul style="list-style-type: none"> Three Waters Department. 	<ul style="list-style-type: none"> Ongoing and integrated operational co-ordination and involvement.
<ul style="list-style-type: none"> Strategy & Delivery Department. 	<ul style="list-style-type: none"> Feedback into planning, policy and capital works programmes and delivery.
<ul style="list-style-type: none"> Executive Team. 	<ul style="list-style-type: none"> Co-ordinate and provide responses for specific customer services enquiries.
<ul style="list-style-type: none"> Rural Water Scheme Committees. 	<ul style="list-style-type: none"> Provide reactive and proactive information relevant to operation of distribution network for each scheme.
<ul style="list-style-type: none"> All staff. 	<ul style="list-style-type: none"> Courteous response to enquiries.

ORGANISATIONAL BEHAVIOURS

CDC Purpose Statement (why we exist/why we are needed):

“To empower our community to thrive and look after our spaces for future generations”.

Cultural Vision Statement (the type of workplace employees want to have):

“CDC is a safe and enjoyable place to work where everyone feels valued, supported and confident in their role”.

Values Statements (the principles that guide behaviour and decision-making):

Empathy: *We have empathy and treat people with respect.*

Inclusion: *We are inclusive of different cultures, perspectives and experiences.*



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Openness: *We are respectfully honest and share knowledge and information.*

Integrity: *We do the right thing and speak up when we see the wrong thing.*

Therefore, when working for CDC we expect our people to:

[Be open, inclusive, have empathy and do the right thing](#)

HEALTH AND SAFETY

- All employees have a responsibility to work towards keeping a safe and healthy work environment by practicing safe work methods, identifying work place hazards and using appropriate safety equipment.
- Managers are responsible for implementing and promoting the management responsibilities as described in any Clutha District Council Health and Safety plans, policies, and processes.

COUNCIL INFORMATION

- All employees must actively demonstrate commitment to the various management systems and processes that are adopted and used by the Clutha District Council, for example the Electronic Document Records Management System (EDRMS), accounting systems etc.

EMERGENCY RESPONSE

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

- 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).