

POSITION DESCRIPTION

Senior Serviceperson (Water Meters)



Job Title:	Senior Serviceperson (Water Meters)
Group:	Service Delivery Group
Location:	Hauraki District Council Depots and District
Reports to:	Works Team Leader
Supervisory Responsibility:	Serviceperson (Water Meters)
Functional Relationships:	Rates Team, Water Services Team, Customer Services Advisors, Service Delivery teams, Health and Safety Team
Authorities:	In accordance with the Delegation Manual

General function of the position

To provide water meter readings, and to undertake water meter installation, back flow installation, servicing and other water reticulation services to support Hauraki District Council's water reticulation network as required.

Organisation values

Hauraki District Council has four values that form the core of how employees carry out their work and conduct interactions both internally and externally. The values shape the culture of our organisation and demonstrate what is important within HDC. These values focus on 'how' we do the job, and 'how' we conduct ourselves in the workplace. This is 'The Hauraki Way'.

Communication	Respect	Commitment	Positive attitude
<ul style="list-style-type: none"> I share relevant information with others I listen to understand I value feedback I use an appropriate communication style 	<ul style="list-style-type: none"> I always keep an open mind I acknowledge and respect differences of opinion I am always considerate and understanding I treat others as I would want them to treat me 	<ul style="list-style-type: none"> I always do my best I follow through for my customers and team I go the extra mile I take personal responsibility for my actions – I walk the talk 	<ul style="list-style-type: none"> I offer ideas and solutions I look for better ways of doing things I am fun to work with I am a can-do employee



Key Tasks

1. To provide planned and reactive water meter reading services for Hauraki District Council's (HDC) Rates and Water Services teams, and undertake water meter installation and repairs, and the installation of water back flow prevention devices, including servicing and calibration as required.
2. To provide effective leadership to the Water Meters Team and Support the Works Team leader.
3. To demonstrate professional accountability and commitment to continuous development and improvement.
4. To demonstrate a commitment to health, safety and well-being.
5. To show a commitment to Hauraki District Council and provide organisational support as required.

1. Water Meters, Backflow Prevention

	Key Tasks	Key Performance Indicators (KPIs)
1.1	Undertake water meter readings.	<ul style="list-style-type: none"> Plans and undertakes routine water meter readings and provide accurate information to the Rates and Water Services teams. Undertakes on demand water meter readings with urgency when requested by the Rates team. Provides feedback to the Water Services team when faults or leaks are identified. Work is carried out in accordance with relevant drinking water standards and regulations.
1.2	Undertake the construction of new and renewal of existing drinking water infrastructure.	<ul style="list-style-type: none"> Water meter renewal programme is delivered in accordance with agreed timeframes / project plans. New reticulation infrastructure is installed in accordance with accepted engineering standards. Compliance with drinking water standards and regulations, bylaws and health and safety legislation is maintained.
1.3	Undertake district swimming pool servicing and monitoring.	<ul style="list-style-type: none"> District swimming pool water chemicals are tested, adjusted and documented as required by relevant public swimming pool guidelines and best practice.
1.4	Undertake backflow testing, maintenance and repairs.	<ul style="list-style-type: none"> Backflow prevention devices and fittings are tested in accordance with industry standards. Maintenance is undertaken in accordance with the Service Level Agreement and renewed as required.
1.5	Lead project team to undertake minor projects within the Waters function.	<ul style="list-style-type: none"> Works are carried out in accordance with specifications. Ensures each team member has the equipment and materials they need for their allocated works. Teams are performing as cohesive units, contributing effectively and efficiently towards the organisations success.



1.6	Complete documentation for works carried out.	<ul style="list-style-type: none"> Relevant documents are completed in a timely manner. Documentation meets agreed standards.
1.7	Attend to Service Requests within the Waters network.	<ul style="list-style-type: none"> Assigned service requests are completed within agreed timeframes. All documentation and reporting is completed within agreed timeframes. Customers are treated with respect and HDC is represented in a positive way within the Community.

2. Leadership

Key Tasks		Key Performance Indicators (KPIs)
2.1	Provide leadership to your team.	<ul style="list-style-type: none"> Instructions are effectively implemented and administered. Team members are mentored. Team members are supported as needed.
2.2	Manage the day to day operations of your team.	<ul style="list-style-type: none"> Daily / weekly work programmes are prepared with the Overseer for each team member. Ensure team completes all Service Request documentation and reporting within agreed timeframes. Timesheets are collated and checked.
2.3	Ensure that the work of all team members is coordinated, efficient and to acceptable levels of performance.	<ul style="list-style-type: none"> Ensure each team member has the equipment and materials they need for their allocated works. Teams are performing as cohesive units, contributing effectively and efficiently towards the organisations success. The team members can contribute individually and collectively to the organisational goals and values.

3. Professional Accountability and Development

Key Tasks		Key Performance Indicators (KPIs)
3.1	Actively support and model the Hauraki Way values and required behaviours of the role (internally and externally).	<ul style="list-style-type: none"> Champions the Hauraki Way in all professional interactions, and seeks approval and/or when unsure seeks feedback in an appropriate manner.
3.2	Take personal responsibility for discussing own performance and professional development with direct manager.	<ul style="list-style-type: none"> Takes an active role in own professional development / PPD / MeTime as appropriate and raises any concerns in a constructive manner that does not undermine good faith.
3.3	Demonstrate commitment to up-skilling and further developing specialist knowledge and best practice initiatives.	<ul style="list-style-type: none"> Takes an active approach in familiarising themselves with the relevant JSA's, plans, procedures, policies, processes and statutory



requirements that can or may relate to their role and to the wider Council.

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| 3.4 | Identify opportunities for improvement and as necessary work across the organisation to implement the necessary changes. | <ul style="list-style-type: none"> Contributes to and/or champions an improvement initiative through to completion. |
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4. Health, Safety and Well-being

Key Tasks		Key Performance Indicators (KPIs)
4.1	Demonstrate a commitment to a culture of safety and wellbeing within the Council as set out in the HDC Safety & Wellbeing Charter.	<ul style="list-style-type: none"> Actively shows support and commitment to workplace health and safety in accordance with the HDC Safety & Wellbeing Charter so that 'Everyone is Safe and Well at the End of the Day'.
4.2	Take reasonable care for own health and safety, and ensure that own acts and/or omissions do not adversely affect the H&S of others.	<ul style="list-style-type: none"> Comply with any reasonable instruction that is given by the Council. Co-operate with any reasonable policy or procedure.
4.3	Follow all established work procedures with particular regard to the requirements for H&S, including the use of PPE and adherence to the JSA's.	<ul style="list-style-type: none"> Adheres to all H&S practices and rules as they relate to the position and working environment(s) and seeks out advice when unsure.
4.4	Actively participate in the identifying and reporting of risks and hazards.	<ul style="list-style-type: none"> All accidents / incidents / near hits are reported through the Vault H&S reporting system within 48 hours of their occurrence. Relevant advice is sought when hazards or risks are identified.
4.5	Inform contractors of H&S regulations and procedures they must operate within at all times.	<ul style="list-style-type: none"> Contractors are informed of H&S regulations and procedures so that they operate safely while undergoing work at HDC sites.
4.6	Carry out Health & Safety audits.	<ul style="list-style-type: none"> Health & Safety audits are performed on time and correctly recorded and documented.

5. Other Duties

Key Tasks		Key Performance Indicators (KPIs)
5.1	Other duties are undertaken as are reasonably required.	<ul style="list-style-type: none"> Other duties are completed as are reasonably required.
5.2	Provide organisational support as required, such as in respect of Civil Defence activities.	<ul style="list-style-type: none"> Employee participates in Civil Defence activities and events as required and as directed.
5.3	Abide by the general expectations, codes of conduct, and policies and procedures as outlined on the Hauraki District Council intranet.	<ul style="list-style-type: none"> Employee takes an active approach in familiarising themselves with HDC's policies, together with relevant plans, procedures and processes. All applicable policies and procedures are adhered to.
5.4	Participate fully in organisational processes including staff meetings, Personal Performance and Development (PPD) programmes, project teams and other initiatives.	<ul style="list-style-type: none"> Employee takes an active approach in respect of organisational processes and meets expectations with regard to their role in delivering results.



	<ul style="list-style-type: none"> Staff meetings are attended, PPD programmes are undertaken, assistance is provided on project teams etc. as relevant.
5.5	<p>Take responsibility for ensuring HDC's information is secure and that appropriate levels of confidentiality are maintained within your job role.</p> <ul style="list-style-type: none"> The job holder only accesses information for proper cause and/or within their authority. Confidentiality of information about HDC's business, other employees, customers or rate payers is maintained. There is no disclosure of confidential information including making unauthorised statements to the media, or at public meetings which affect or pertain to the Council, customer or client.

Person specification details

1. Expertise

Qualifications:	<p>NZ Certificate in Infrastructure Works (Pipeline Construction and Maintenance) with strands in Drinking-Water, Wastewater and Stormwater, and Trenchless Technologies (Level 4); or NZ Certificate in Pipeline Construction & Maintenance (Level 4); or Similar Class 2 Licence Full NZ Drivers' Licence Traffic Controller HDPE Electrofusion welding certified Backflow testing NZQA Unit Standards 23848 and 23847 (Preferred)</p>
Experience:	<p>At least 5 years' practical experience in related field Plumbing, drain laying, utilities and / or pump experience (preferred) Local Government experience (preferred but not essential) Assessed competency in required activities and with certified operation of required plant, equipment and machinery is essential to be fully effective. Effectively leading and mentoring a team.</p>
Advanced Technical Skills:	<p>Excellent understanding of the water reticulation networks operations and maintenance. Advanced experience and detailed understanding of Network Systems. Competency to:</p> <ul style="list-style-type: none"> Undertake pipe testing following installation Undertake Pipe Disinfection and Compliance Testing Undertake backflow testing Manage a work site Undertake CCTV Camera Inspections Undertake maintenance of swimming pools and associated plant
Health & Safety Requirements:	<p>Passes required health, safety and well-being checks for position including drug testing for safety sensitive positions. This is a safety sensitive position.</p> <p>Must participate in annual occupational health monitoring applicable to the position.</p>



2. **Skills**

Attention to Detail	Demonstrates attention to detail, particularly with regard to written documents and measurement devices.
Commitment / Personal Accountability	Is self-motivating and self-managing. Follows through projects to completion. Has high standards of personal integrity and professionalism.
Communication	Can clearly convey information and ideas through a variety of appropriate media to individuals or groups in a manner that helps them understand and retain the message. Communicates in a compelling and articulate manner that instils commitment.
Customer Focus	Makes customers and their needs a primary focus of their actions. Develops and sustains productive customer relationships. Understands customer service principles and practices. Presents a professional image, eg. dress code, behaviour, conduct.
Interpersonal Relations	Interacts effectively with superiors, peers and subordinates in order to advance the work of the Council. Interactions are based on respect and an appreciation for people with varying backgrounds and viewpoints.
Time Management	Demonstrates personal effectiveness by taking responsibility for getting things done in ways that balance competing needs. Meets deadlines.
Leadership	Effectively plans, organises, leads and controls to achieve effective group outcomes. Staff are motivated and encouraged to achieve through mentoring, coaching, appraisal and development programmes.
Teamwork	Actively participates as a member of a team to move the team toward the completion of goals. Contributes actively and fully to team projects by working with colleagues collaboratively, working towards consensual solutions that enhance the output of the team. Accepts share of workload.



3. Knowledge

Computer Literate	<p>Demonstrates relevant levels of computer literacy and competency, with a working knowledge as follows:</p> <ul style="list-style-type: none"> • Microsoft Office (e-mail, calendar etc) Basic • Microsoft Excel Basic • Water Outlook or similar • Ability to operate Apps on Smartphones, Tablets etc
Working Knowledge – Job Safety Analysis	<p>Demonstrates understanding of Job Safety Analysis procedures with a knowledge of and practical operational competency in all JSAs relating to the job activity and site.</p>
Working Knowledge –	<p>Has an understanding of and demonstrates a working knowledge of:</p> <ul style="list-style-type: none"> • Reticulation / Drain laying • Water and Waste Water industry • Practical mechanical and pump knowledge • Key factors in operating within the requirements of a predominantly ratepayer funded environment • Te Mana o te Wai Regulations and our obligations under the te tiriti o Waitangi

