

Position Description



Maintenance Officer

The purpose of this role is to maintain parks, reserves and council owned property to ensure they are kept in working order and visually enhance the District. The role is based in Amberley though works will be district wide and is a physically demanding role

Reports to Team Leader – Amenities Maintenance

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 though 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

- Maintain parks, reserves and township gardens, trees and associated assets, reserves, other council owned property to the required levels of service.
- Work to the assigned plan and meet the timeframes stated within.
- Undertake minor building and repair of hardscape areas.
- Within the team accountability areas, there are many contractors carrying out work. You will carry out routine audits of their work
- Repair minor damage to office buildings, playgrounds, cemeteries and pensioner flats.
- Repaint handrails, decks, picnic tables and seats as needed.
- Provide support to team members when two or more people are required to get a job completed.
- Demonstrate a strong service culture toward customers.
- Behaviour is professional and responses to queries are helpful and timely.
- Build productive and respectful relationships with staff, council and its committee members to build trust and goodwill.

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 or qualification in horticulture and/or landscaping is desirable.
- Knowledge of trees, plants, shrubs and flowers and suitability.
- Experience in maintaining gardens.
- Proven experience of working with a variety of different tools and machinery
- Able to prioritise work commitments and cope with seasonal demands.
- Must be physically able to meet the demands of the role.
- Any of the below qualifications are desirable but not essential:
 - HT Licence
 - Qualification in chainsaw and tree felling
 - Qualification in Traffic Management

Delegations

To promote changes that improves the assets or customer experience

Employee Signature _____

Date _____