

Kia Ora Applicant,

Thank you for your interest in the advertised position with our Council. This document tells you a little bit more about who we are, the role here and some things about our District.

About our Organisation

Our Character

The South Taranaki District Council (STDC) is a mid-sized local authority with around 220 staff (208 FTEs). We are a rural local authority operating in one of New Zealand's most vibrant economic regions and are responsible for a wide range of local services including roads, water reticulation, sewerage and refuse collection, libraries, parks, recreation services, local regulations, community and economic development, and town planning. The Council's main office is based in Hāwera (population approx. 12,000) and there are several satellite offices in towns throughout the district.

We are a progressive, values-based organisation, which is dedicated to providing quality services and facilities for our communities. We place a strong emphasis on our organisational culture, which is in turn supported by high levels of employee engagement.

Living our Values

Our values are not voluntary suggestions; they are non-negotiable behaviours. Every STDC employee is expected to endorse and support the Council's strategy, goals and values and actively work to achieve them. This means behaving with a high level of professionalism and integrity by exhibiting courtesy and impartiality towards colleagues and the community.

Values and Common Purpose



MAKING OUR *communities* **BETTER**

About our District

South Taranaki, a better lifestyle

South Taranaki is one of the three districts which make up the greater Taranaki region – which was voted the 2nd best region in the world to visit in 2017 by Lonely Planet. South Taranaki is situated on the west coast of the North Island with the main centre, Hāwera (pop 12,000) roughly midway between Whanganui and New Plymouth. The district has a population of approximately 30,400 people spread throughout seven towns and a number of smaller rural and coastal communities, all of which have a strong sense of community.

In terms of lifestyle, it doesn't get much better than South Taranaki. Recreational opportunities abound and everything is at your doorstep - the mountain and the sea are only a stone's throw apart. The rugged coastline offers some of the best surfing and windsurfing in New Zealand (Surf Highway 45 is considered one of the best surf coastlines in the world) and the fishing off the South Taranaki coast is just superb. The breath-taking Mount Taranaki provides great walking and tramping opportunities.

South Taranaki has an amazing number of high-quality facilities that districts our size would usually struggle to have. From a state-of-the-art multi-purpose sport, events and recreation complex to modern cinemas, function centres, libraries, art galleries, museums, parks and aquatic centres - South Taranaki boasts all the benefits of a city without the hassles. Add to that, minimal traffic, low unemployment, affordable housing and safe, caring communities and you'll see why South Taranaki is the perfect place to raise a family and call home.



What this job involves

Nature and Scope

The purpose of this position is to effectively monitor and inspect the Council's water and wastewater reticulation networks and connected services. To ensure Inflow and Infiltration (I&I) is reduced in the wastewater reticulation network and Leakage and Loss (L&L) is reduced in the water reticulation network.

This is a busy role and if you want plenty of variety, this role has it from assisting in the management of infrastructure systems of the district's drainage (sewer and stormwater) and water networks to liaising and instructing contractors to perform work on the networks. The focus will be on the wastewater and water networks which will include assisting in the control of the inflow and infiltration of stormwater into the sewer network and reducing leakage and loss from water networks. It will also be responsible for ensuring that inflow and infiltration into wastewater networks and leakage and loss from water supply networks are identified and the necessary repairs carried out to rectify such issues in accordance with Council Policy/ies and Bylaws.

In addition, this position will administer and supervise contractors and works associated with all of these reticulation systems and assist in exercising Council's water policies and enforcement of the relevant bylaws. Support will be provided in implementing the water conservation and leak detection programmes.

Other Duties

The employee will undertake other activities, duties or internal projects as directed by their Manager/Group Manager in an efficient and effective manner.

The Position

This is a permanent full-time 40 hour per/week position based at the Administration Building in Hawera and will become part of the Works Delivery Utilities Unit. This unit works as a multi-skilled team, sharing workloads and providing a high level of customer service.

Salary and Conditions

The Council operates under a Total Remuneration Strategic Pay grading system and the grade for this position is **11**. The salary range for this position is between **FTE \$64,350 and FTE \$71,500** and the appointed starting level will be dependent on skills and experience and will be discussed during interviews with shortlisted candidates.

Hours of Work

Council's offices are open to the public from 8.00am to 5.00pm, Monday to Friday. Hours of work for the position to be filled will be discussed at the interview.

Relocation Expenses (Permanent Positions Only)

The Council may assist with relocation expenses for household goods only on the basis of at least two competitive quotes. Should the appointee leave the Council's employment for any reason within a period of two years of the appointment, the Council will require the appointee to refund the removal cost on a pro rata basis.

Applications

If you would like to join NZ's most "Can Do Council", please apply online via the Council's website, www.southtaranaki.com under Council Vacancies. The deadline time and date for applications is stated on the Application Form.

If your application is successful, the information on your application form will become part of the Council's personnel records.

Thank you again for considering joining Council's staff and if you would like more information on this position or to discuss what it's like to work for an outstanding rural local authority, ring us on 278 0555 (local) or 0800 111 323.

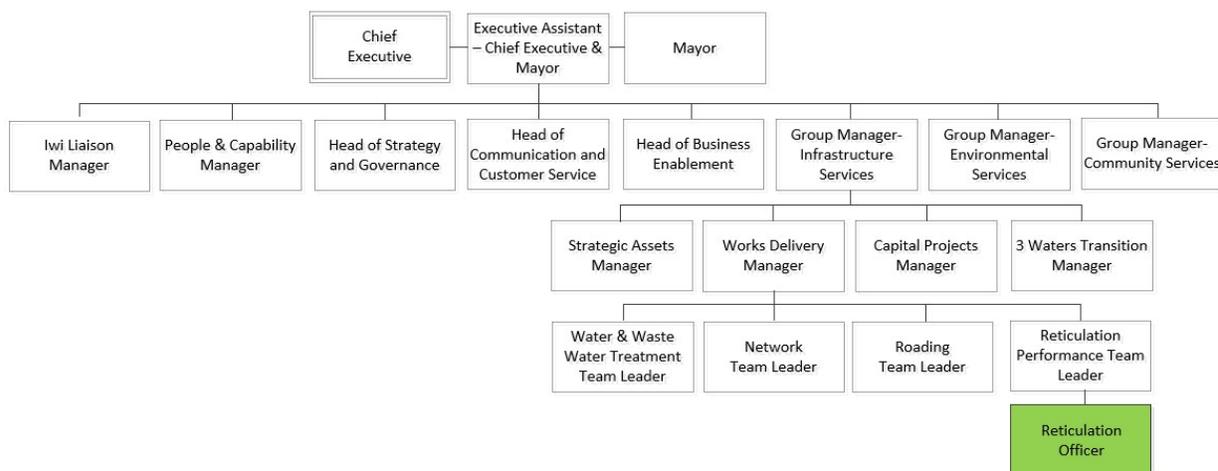
You will find the job description for the position and Council's Vision and Values on the next few pages.

PEOPLE & CAPABILITY TEAM

Position Description

Position Details			
Title:	Reticulation Officer		
Unit:	Infrastructure - Utilities	Group:	Infrastructure Services
Position Reports to:	Reticulation Performance Team Leader		
Salary Grade:	11	Hours of Work:	40
Special Conditions:	Nil		
Staff Management:	Nil	Budget Responsibility:	\$0
Position Occupant:	Vacant		
Date Created:	August 2021	Date Last Reviewed:	January 2025

Position Objective
To effectively monitor and inspect the Council's water and wastewater reticulation networks and connected services. To ensure Inflow and Infiltration (I&I) is reduced in the wastewater reticulation network and Leakage and Loss (L&L) is reduced in the water reticulation network.



Key Duties and Functions

Inflow and Infiltration reduction

- Monitor and inspect wastewater networks and assets to identify sources of inflow and infiltration
- Record and process data
- Liaise with and instruct contractors to repair faults and network damage and/or illegal connections
- To inform the Network Team Leader or contractors of problems identified
- Inspect wastewater and water systems on private property and liaise with property owners to repair and undertake follow up inspections or possible prosecutions
- Assist in exercising Council's wastewater policies and enforcement of the Wastewater Bylaw

Leakage and Loss reduction

- Monitor and inspect water networks and assets to identify sources of leakage and loss
- To assist the Reticulation Performance Team Leader with education and water conservation management programmes as required
- Record and process data
- To inform the Network Team Leader or contractors of problems identified
- Liaise with and instruct contractors to repair leaks on Council's water reticulation networks
- Assist in exercising Council's water policies and enforcement of the Water Supply Bylaw

Health and Safety (Employee)

- Take all practicable steps to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or failures to carry out actions.
- Demonstrate a personal commitment to Health and Safety in accordance with STDC's Wellbeing, Health and Safety Policy statement, induction declaration and Health and Safety Manual requirements.
- Manage Contractor Health and Safety as per the Contractor H&S Manual and system (when this is a requirement of the position).

Information Management

All staff are responsible for:

- Complying with the Council's documented records management policy, processes, procedures and guidelines.
- Using the Council's approved information repositories to create or capture records.
- Learning how to file and find records in the Council's approved information repositories.
- Ensuring no records are destroyed or removed without approval from Information Management.

Civil Defence

- Attend Emergency Management training at Foundation level.
- Encouragement to take an active part in Civil Defence Emergency Management (CDEM) planning and implementation consistent with the key responsibilities of this position.

Other

- Other duties as directed, within the skills and capabilities of the employee.

Attributes and Capabilities

Attention to Detail

- Ensures information is complete and accurate
- Follows detailed procedures and ensures accuracy in documentation and data
- Organises and maintains a system of records

Communication

- The ability to express oneself clearly in conversations and interactions with others
- Speaks clearly and can be easily understood
- Uses an appropriate business writing style, grammar and choice of words

Computer Competency

- Efficient keyboard skills
- Computer literate with software proficiency covering a variety of applications
- Familiar with and working knowledge of Microsoft applications (Word, Excel, Outlook, PowerPoint, Publisher)
- Understands Microsoft operating systems

Conflict Resolution

- Improvises and thinks quickly on his/her feet
- Identifies different types of conflict and common causes

Customer Service

- Quickly and effectively solves customer problems.
- Recognising the escalation of a customer's threatening behaviour.
- Provides a prompt and efficient service responding to requests such as emails, phone calls, and other verbal requests within agreed timeframes.
- Ensures information is accurate and easy to understand (jargon-free).
- Follows up all matters to ensure the customer is aware of the status of the query/complaint.
- Identifies and manages the expectations and needs of both internal and external customers.
- Ensures customers are treated with respect and in a friendly and professional way recognizing different backgrounds, cultures, customs and experience.
- The ability to de-escalate a situation.

Cultural Sensitivity

- Treats each person as an individual and recognises and appreciates the different backgrounds, cultures, customs and experiences of others and values these differences

Flexibility and Adaptability

- Openness to different and new ways of doing things; willingness to modify one's preferred way of doing things
- Adjusting one's behaviour to new information or changing circumstances
- Demonstrates openness to new organizational structures, procedures, and technology
- Switches to a different strategy when an initially selected one is unsuccessful.

Initiative

- Identifying what needs to be done and doing it before being asked or before the situation requires it.
- Does more than what is normally required in a situation.

Self Confidence

- Is confident of own ability to accomplish goals
- Approaches challenging tasks with a "can-do" attitude
- Presents oneself crisply and impressively
- Clearly and appropriately states his or her opinions and perspectives, even if others disagree

Stress Management

- Remains calm under stress
- Maintains a sense of humour under difficult circumstances
- Seeks advice, when necessary, from managers, HR and Health & Safety
- Deals with problems promptly, rationally and responsibly
- Can effectively handle several problems or tasks at once.
- Monitors and reviews existing work, allowing future prioritisation and planning.

Physical Ability

- The physical capability required for the job

Teamwork "Spirit of Oneness"

- Works with and helps others to accomplish objectives

Working Independently

- The ability to work independently, with minimal supervision and is driven to succeed.

Knowledge, Experience, Qualifications & Skills**Essential**

- National Certificate in Water Reticulation or similar relevant industry qualification or up to 3 years' experience in wastewater and water reticulation and/or household plumbing and drainage.
- Advanced skills and demonstrated knowledge relating to wastewater, water and drainage reticulation systems.
- Good written and verbal communication skills.
- Keen interest in te Mana o te Wai, caring and conserving water as well as minimising wastage.
- Clean Full NZ Driver's Licence.

Desirable

- Previous experience working in local government.
- Knowledge of NZ Wastewater Standards
- Familiar with use of local government Policies and Bylaws.
- Knowledge of materials and products associated with Wastewater reticulation networks. Proven experience in the construction and maintenance of water supply and wastewater reticulation networks and components.