

POSITION DETAILS

TITLE	Senior Reticulation Service Person
REPORTS TO	Team Leader Reticulation
LOCATION	Operations Depot, Te Tahi Street, Whakatane
DATE	February 2022
DIRECT REPORTS	Nil
FINANCIAL DELEGATION	Nil

PURPOSE OF POSITION

The Senior Reticulation Service Person position is responsible for efficient and effective repair, refurbishment maintenance and operation of the District water, sewer and storm water assets and services. With responsibilities for ensuring the District is able to provide sustainable services to meet growing demands, the position is responsible for ensuring contractors and customers receive high quality timely communication, Three Waters infrastructure is regularly inspected, and new services are planned, installed and regularly inspected.

Additionally, the role is responsible for supporting the Team Leader Reticulation with providing leadership and mentoring to Reticulation Service Person staff through providing technical support and guidance to colleagues to support professional development of staff, an engaged high performing team, and ongoing high quality service delivery. As part of a dedicated small team, the role will also provide an after-hours service for emergency repairs or support services on a rostered basis.

KEY ACCOUNTABILITIES

KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
VALUES	The best interests of the organisation are represented at all times ensuring Council values are reflected in behaviours and professional delivery of role.
OPERATIONS AND MAINTENANCE	<p>Workforce and Service Planning</p> <p>Assist the Administration Team with scheduling work allocation to ensure daily routine and reactive maintenance and inspection works are evenly distributed to the Reticulation Team members, and clear instructions are provided to staff so as staff resources are utilised effectively and efficiently.</p> <p>Actively monitor Contractors engaged to assist with day operations to ensure all work is completed efficiently, within required timeframes and to agreed standards.</p> <p>Assist with preparation of work estimates and job costings.</p> <p>Regularly liaise with the Team Leader Reticulation ensuring advice, guidance and support is provided on workflow, correspondence, and highlighting areas of concern, risk and improvement.</p> <p>Review, develop, maintain and implement policies, procedures and systems, including but not limited to:</p> <ul style="list-style-type: none"> - Systems are maintained and improvements for work practices are reviewed and developed. - Monitor Requests for Service and schedule from Ozone into the Kern mobile work management system and assign to appropriate Utilities staff during absence of Administration staff

- Assist Co-ordinator Utilities with daily performance monitoring of utilities assets through Datran and schedule remedial works as required

Inspections

Maintain the integrity of water, waste water and stormwater connection infrastructure installations as required, ensuring routine inspections are prioritised accordingly, all new installations are inspected, and all work is performed in an efficient, professional manner to meet Council and community needs and reflect sector best practice, including but not limited to:

- Production of a maintenance inspection programme to ensure all assets receive timely inspection.
- Stormwater assets are regularly inspected as per a comprehensive list with emphasis on establishing clear drainage paths, sedimentation monitoring and removal.
- Wastewater assets are regularly inspected to ensure prevention of environmental pollution.
- Water supply assets are regularly inspected to ensure public and private water leaks are minimised.
- Three Waters land drainage systems and assets are inspected for operational effectiveness prior to a storm event forecast.

Telemetry

Proactively monitor telemetry, including but not limited to:

- Ensure that all telemetry change requests are reviewed with the Team Leader Reticulation prior to changes being made, ensuring liaison with the electrical technician for feasibility and technical practicality, where required.
- Ensure that there is a clear demarcation between the time telemetry is monitored by Three Waters team members and by the electrical contractor.
- Ensure that telemetry monitoring is clearly handed over to Three Waters staff during a declared emergency event or by mutual agreement with the electrical contractor.

Service Person role responsibilities

Complete scheduled work programmes, providing day to day operations and maintenance and an efficient after hour's service.

Ensure all Three Waters utilities assets and resources are maintained and fully operational, including but not limited to:

- Oversee the repairs, refurbishments, maintenance and ongoing operation of Three Waters assets and resources including the District's wastewater ponds, pump stations, reticulation, drainage and reservoirs.
- Ensure all works are carried out in accordance with the current relevant Engineering Code of Practice, manufacturer's specifications, regulatory requirements and operating procedures.

New innovations are identified for ongoing system improvement

RELATIONSHIP MANAGEMENT	<p>Internal relationships are effectively managed and maintained where advice and support is provided to all staff on operations and maintenance, as required.</p> <p>Key stakeholders and customers receive high quality responses to feedback or correspondence in a timely manner that consistently reflect Council's objectives to promote the Whakatāne District.</p> <p>Requests relating to Public Safety are prioritised, with all requests for service addressed within appropriate timeframes as per the current Council service levels.</p> <p>Cultural protocols and safety practices are observed to support initiatives, consultation and relationships with Iwi.</p>
STAFF SUPPORT AND MENTORING	<p>Reticulation Team performance is supported, with a focus on professional development, team performance and high quality service delivery:</p> <ul style="list-style-type: none"> - Provide support for reticulation team members on difficult or more technical jobs where a higher level of job knowledge and/or experience will assist the timely completion of the works required. - Provide support and training, as required, to ensure other reticulation team members develop greater skills in the role. - Inspect completed reticulation team jobs to ensure a quality finish has been achieved. - Provide regular, constructive, professional feedback one-on-one with team, and at staff / toolbox meetings on areas of quality work and areas where quality must improve. <p>Ensure the team environment promotes and enables an effective, high performing, engaged and connected team.</p> <p>Provide support to all Three Waters staff, including water treatment plant and administration staff, as required.</p>
HEALTH, SAFETY AND WELLBEING	<p>Council's documentation and procedures are understood and implemented to ensure risks to health and safety of those in the workplace are eliminated and / or controlled.</p> <p>All work-related hazards, incidents and accidents are accurately reported and any follow up corrective actions are implemented.</p> <p>Support is provided, as required, to the Health & Safety Advisor to complete internal audits, assessments and investigations.</p> <p>Health and Safety training is regularly attended and certification, as required, is current.</p> <p>Active worker participation and engagement in Council's health, safety and wellbeing practices and projects.</p>

ADDITIONAL DUTIES	<p>Attend relevant training as required to ensure all qualifications required for delivery of the role are obtained, including but not limited to:</p> <ul style="list-style-type: none"> - STMS requirements - Confined space - Working at Height <p>Complete other duties that may be required including flexibility of hours, as appropriate, to ensure completion of priority work.</p>
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KEY RELATIONSHIPS	
EXTERNAL	INTERNAL
<ul style="list-style-type: none"> ▪ Contractors & Consultants ▪ Regional / Local Councils ▪ General Public ▪ Professional Service Providers ▪ Key stakeholders, as appropriate 	<ul style="list-style-type: none"> ▪ Council elected members ▪ All staff

PERSON SPECIFICATION	
QUALIFICATIONS AND PROFESSIONAL MEMBERSHIP	<p>National Certificate in Water Reticulation or the commitment to complete this qualification.</p> <p>Current heavy truck licence / WTR, and current machine licence (to operate loader/tractors/tracks, etc.)</p> <p>Current STMS or the commitment to complete this qualification.</p>
HEALTH AND EXPERIENCE	<p>Minimum two years' experience in the maintenance of Local Authority water, sewer and stormwater systems, including demonstrated working knowledge of asset management.</p> <p>Minimum two years' experience in staff supervision including proactive coaching and mentoring of colleagues.</p> <p>Physically fitness to a level able to cope with manual work with no current or previous medical conditions which would impact on the ability to effectively and efficiently perform the duties described in this job description.</p>
KNOWLEDGE, SKILLS AND ATTRIBUTES	<p>High attention to detail, excellent time management, process focussed with strong emphasis on accuracy and continuous improvement.</p> <p>Able to drive and influence decisions confidently with highly developed interpersonal and communication skills, respects others and maintains confidentiality, strong team player, flexible and willing to support others.</p> <p>Solution focused, shows initiative and inspires commitment to achieve outcomes, understands the need for key relationships, acts with honesty, transparency and empathy for people and communities.</p> <p>Excellent decision making and problem-solving ability, can confidently analyse and apply key information with good judgement and takes accountability.</p>

OVERALL	<p>Has no previous or current medical conditions, which would affect the ability to perform the duties described in the job description.</p> <p>Able to work rostered standby duties, currently on a three-weekly rotation including public holidays.</p> <p>Full clean current drivers licence.</p>
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I, _____ agree and accept the duties and responsibilities captured in this position description.

Employee signature

Date