

POSITION DESCRIPTION

Serviceperson (Reticulation)

Kaitiaki (Kotuitui Rawa)



Job Title:	Serviceperson (Reticulation)
Group:	Service Delivery Group
Location:	Hauraki District Council Depots and District
Reports to:	District Utilities Overseer
Supervisory Responsibility:	None
Functional Relationships:	Service Delivery teams, Health and Safety Team, Public
Authorities:	In accordance with the Delegation Manual

General function of the position

To undertake construction, repairs and maintenance to Council's water, wastewater and stormwater networks.

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 carry out day-to-day repairs, maintenance, servicing and construction for Hauraki District Council's water, waste water and storm water reticulation systems.
2. To demonstrate professional accountability and commitment to continuous development and improvement.
3. To demonstrate a commitment to health, safety and well-being.
4. To show a commitment to Hauraki District Council and provide organisational support as required.

1. Water, Wastewater and Storm Water Maintenance

	Key Tasks	Key Performance Indicators (KPIs)
1.1	Undertake maintenance and repairs to the water reticulation network.	<ul style="list-style-type: none"> • Maintenance and repairs are carried out in accordance with appropriate engineering standards. • Scheduled maintenance is undertaken in accordance with Service Level Agreement. • Works are carried out in accordance with relevant JSA's. • Work is carried out in accordance with relevant drinking water standards and regulations. • Service Level Agreement standards are met.
1.2	Undertake the construction of new and renewal of existing drinking water infrastructure.	<ul style="list-style-type: none"> • 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 maintenance and repairs to the wastewater reticulation infrastructure.	<ul style="list-style-type: none"> • Maintenance and repairs are carried out in accordance with appropriate engineering standards. • Scheduled maintenance is undertaken in accordance with Service Level Agreement. • Works are carried out in accordance with relevant JSA's. • Service Level Agreement standards are met.
1.4	Undertake the construction of new and renewal of existing wastewater infrastructure.	<ul style="list-style-type: none"> • New reticulation infrastructure is installed in accordance with accepted engineering standards. • Compliance with regulations, bylaws and health and safety legislation is maintained.
1.5	Undertake maintenance and repairs to the stormwater network.	<ul style="list-style-type: none"> • Maintenance and repairs are carried out in accordance with appropriate engineering standards. • Scheduled maintenance is undertaken in accordance with Service Level Agreement. • Works are carried out in accordance with relevant JSA's. • Service Level Agreement standards are met.



1.6	Undertake the construction of new and renewal of existing stormwater reticulation infrastructure.	<ul style="list-style-type: none"> New reticulation infrastructure is installed in accordance with accepted standards. Compliance with regulations, bylaws and health and safety legislation is maintained.
1.7	Attend to Service Requests within the 3-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.
1.8	Undertake Traffic Management duties.	<ul style="list-style-type: none"> TC duties are undertaken as required to enable daily operations. Worksites are safe and traffic management requirements are adhered to.

2. Professional Accountability and Development

	Key Tasks	Key Performance Indicators (KPIs)
2.1	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.
2.2	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.
2.3	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.
2.4	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.

3. Health, Safety and Well-being

	Key Tasks	Key Performance Indicators (KPIs)
3.1	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'.
3.2	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.
3.3	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.



3.4	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.
3.5	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.
3.6	Carry out Health & Safety audits.	<ul style="list-style-type: none"> Health & Safety audits are performed on time and correctly recorded and documented.

4. Other Duties

	Key Tasks	Key Performance Indicators (KPIs)
4.1	Other duties are undertaken as are reasonably required.	<ul style="list-style-type: none"> Other duties are completed as are reasonably required.
4.2	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.
4.3	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.
4.4	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. Staff meetings are attended, PPD programmes are undertaken, assistance is provided on project teams etc. as relevant.



Person specification details

1. Expertise

Qualifications:	NZ Certificate in Infrastructure Works (Level 3); or NZ Certificate in Pipeline Construction & Maintenance (Level 3); or Similar Full NZ Drivers' Licence TMO Practising Safe Use of a Concrete Saw certificate
Experience:	At least 3 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 operation of required plant, equipment and machinery is essential for fully effective qualification requirement.
Health & Safety Requirements:	Passes required health, safety and well-being checks for position including drug testing for safety sensitive positions. This is a safety sensitive position. Must participate in annual occupational health monitoring applicable to the position.

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.

3. Knowledge

Computer Literate	Demonstrates relevant levels of computer literacy and competency, with a working knowledge as follows: <ul style="list-style-type: none"> • Microsoft Office (e-mail, calendar etc) Basic • Microsoft Excel Basic • Water Outlook or similar
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- Ability to operate Apps on Smartphones, Tablets etc

Working Knowledge – Job Safety Analysis

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.

Working Knowledge –

Has an understanding of and demonstrates a working knowledge of:

- 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

