



Position Description – Surface Water Delivery Manager

This position reports to: Head of Operational Delivery **Career Level:** 20

Position purpose: As a senior member of the Operational Delivery Team, the **Surface Waters Delivery Manager** will be leader responsible and accountable for;

- **Managing** the Surface Waters Team using business like principles, to ensure to ensure high-quality service delivery and continuous improvement.
- **Technical leadership.** Provide expert guidance in the planning and execution of the Surface Waters portfolio, including stormwater, land drainage, and water race systems. Support the development of long-term strategies, annual plans, and key infrastructure projects, including reviews of the Engineering Code of Practice.
- **Strategic Advisory.** Act as a key advisor to the Surface Waters Asset Manager, Head of Operational Delivery, and Group Manager Infrastructure & Property on surface waters and related infrastructure matters.
- **Stakeholder Engagement.** Build and maintain strong relationships with key stakeholders, including Environment Canterbury, mana whenua, community and focus groups, contractors, elected members, and the wider community.
- **Environmental Compliance.** Manage the implementation, scheduling and reporting of Surface Water Resource Consents and environmental compliance with current consents.
- **Reporting & Communication.** Prepare and present clear, insightful reports to Council, political forums, working groups, and industry bodies.
- **Emergency Response Leadership.** Lead Council's operational response to flooding and other surface water-related emergency events.
- **Innovation & Improvement.** Drive continuous improvement through the review and implementation of new initiatives, technologies, and best practices.
- **Capability Building.** Support the professional development and technical mentoring of team members to build internal capability and resilience.
- **Group Contribution.** Positively contribute to the strategic direction and effective management of the Infrastructure & Property Group.

The functional areas of responsibility include;

- | | |
|---------------------------------|---|
| Surface Water Operations | <ul style="list-style-type: none"> • Scheme Oversight and Delivery. Lead the end-to-end delivery, development, and operational management of the district's Surface Water Schemes, including stormwater, land drainage, and stock water races. Provide technical and operational support to the Operations and Environmental Surface Water Engineers to ensure effective service delivery. • Contractual Support and Oversight. Support the Engineer to Contract, Engineer's Representative, and Contract Supervisors in the administration and performance monitoring of the Network Maintenance and Management Contract, ensuring contractual obligations and service levels are met. • Regulatory and Consent Compliance. Ensure all surface water operations comply with relevant resource consents and the Resource Management Act (RMA). Lead activities to maintain operational compliance with consent conditions and environmental standards. • Operational Works and Budget Management. Manage the planning and delivery of operational works, routine maintenance, and minor capital projects within the Surface Water portfolio. Ensure all activities are delivered within approved budgets and contribute to long-term asset performance. • Operational Management Planning. Lead the development and implementation of an Operational Management Plan (OMP), including frameworks for condition assessments, asset inspections, and performance monitoring. Utilise standardised checklists and reporting tools to inform decision-making and continuous improvement. • Performance Reporting and Stakeholder Communication. Develop and maintain structured reporting processes for surface water activities. Provide regular updates and insights to Selwyn District |
|---------------------------------|---|

Council (SDC) management, Environment Canterbury (ECan), iwi, and other key stakeholders to ensure transparency, accountability, and informed collaboration.

Leadership and Management	<ul style="list-style-type: none"> • Performance Alignment. Set clear, measurable performance objectives for all team members that align with Council's strategic goals and team priorities. • Staff Development and Coaching. Conduct regular performance reviews, provide constructive feedback, and offer coaching to support professional growth. Address performance issues promptly and constructively. • Recruitment and Culture Fit. Attract and recruit capable individuals who align with Council's values and contribute positively to team culture and service delivery. • Training and Resourcing. Ensure staff are adequately trained, supported, and resourced to perform their roles effectively and safely. • Achievement of Business Objectives. Drive high performance within the business unit, ensuring delivery of plans, projects, and KPIs to a consistently high standard. • Financial Management. Monitor and manage operating expenses, taking timely action to address budget variances while maintaining service quality. • Digital Capability. Foster a culture of digital literacy within the team and champion the effective use of technology to enhance service delivery and operational efficiency. • Technology Optimisation. Identify and implement opportunities to optimise technology use within the surface water service area, supporting innovation and continuous improvement. • Programme Evaluation and Improvement. Regularly evaluate programmes and services to ensure they are customer-focused, efficient, and aligned with best practice. Drive continuous improvement initiatives. • Balanced Decision-Making. Make informed decisions that balance fiscal responsibility with the need to deliver fit-for-purpose services and infrastructure.
Customer Service & Satisfaction	<ul style="list-style-type: none"> • Service Quality and Responsiveness. Manage the Surface Water portfolio to a consistently high standard, ensuring delivery meets or exceeds Council's customer service and level of service expectations. • Stakeholder Communication and Advice. Lead the Surface Water Team in providing timely, accurate, and high-quality advice to internal and external stakeholders on relevant surface water issues, fostering trust and informed decision-making. • Knowledge Management. Support the ongoing accuracy and relevance of Council's customer service knowledge base by updating surface water-related content as required, ensuring frontline teams are well-equipped to respond to enquiries
Surface Water Emergency Management & Response	<ul style="list-style-type: none"> • Operational Leadership During Events. Lead Council's surface water response and operational activities before, during, and after significant weather events, including active support of Civil Defence and emergency coordination efforts. • Proactive Event Planning. Plan and guide operational readiness for weather-related events, ensuring the Surface Water Team is well-prepared and responsive. • Emergency Management Planning. Lead the review, development, and implementation of emergency management plans specific to surface water activities, ensuring alignment with Council and Civil Defence protocols. • Flood Event Response and Investigation. Take a lead role in responding to flooding events, including conducting root cause analysis, on-site inspections, investigations, reporting, action planning, and event closure. • Flood Risk Analysis and Implementation. Interpret and apply flood modelling data and hazard investigations to inform operational decisions and implement mitigation recommendations as required.
Internal Stakeholder Management	<ul style="list-style-type: none"> • Technical Support for Asset Data Management. Lead the Surface Water Team in providing technical input to support the collection, validation, and management of asset data in collaboration with the Asset Systems Officer and AMIS Team Leader. • Development Support and Engineering Advice. Manage the provision of timely and accurate technical advice to internal stakeholders, including support for resource consent assessments, Engineering Code of Practice reviews, engineering approvals, and Section 224 inspections for stormwater, land drainage, and water race assets. • Asset and Activity Management Planning • Support the development and ongoing maintenance of Asset Management Plans (AMPs) and Activity Management Plans (AcMPs), ensuring alignment with operational insights and long-term planning needs. • Reporting to Council. Prepare and present clear, evidence-based reports to Council on surface water issues, ensuring elected members are well-informed and supported in decision-making.

External Stakeholder Management	<ul style="list-style-type: none"> • Stakeholder and Committee Reporting. Provide clear, timely, and accurate reporting to external stakeholders, including land drainage and water race committees, ensuring transparency and accountability in surface water operations. • Advocacy and Representation • Lead the Surface Water Team in promoting and advocating for Council policies, standards, and services. Ensure all external engagement reflects a professional understanding of both operational and political considerations relevant to the Surface Water portfolio. • Relationship Building. Support the Surface Water Team in developing and maintaining strong, collaborative relationships with key external stakeholders, including community groups, regulatory agencies, and industry partners, to foster trust and shared outcomes.
Contract Management	<ul style="list-style-type: none"> • Technical Support and Issue Resolution. Support the Engineer to Contract and Engineer's Representative in managing the Water Services Network Management Contract, including claims processing, issue clarification, and provision of technical direction. • Service Level Assurance. Provide technical expertise and oversight to ensure all contracted services meet defined levels of service. Review maintenance programmes and offer sound, evidence-based advice to the Contract Engineer. • Scheme and Contractor Reviews. Conduct regular scheme reviews in collaboration with the Surface Water Contract Engineer and operations maintenance contractor to assess performance, identify improvements, and ensure alignment with Council objectives. • Water Quality Contract Support. Support the Surface Water Team in delivering technical advice and contributing to the development and implementation of Council's Water Quality Contract and Water Services Testing Programme, ensuring compliance with regulatory and legislative requirements. • Sampling Coordination and Review. Coordinate with the Water Quality Contract to ensure surface water sampling is undertaken as required. Lead regular reviews of sampling requirements to maintain relevance and effectiveness. • Documentation Oversight. Maintain oversight of key documentation, including sampling manuals, standard operating procedures (SOPs), and critical records completed by the Surface Water Contract Engineer, ensuring accuracy, consistency, and accessibility.
Other duties as required	<ul style="list-style-type: none"> • Undertake duties that are within the broad scope of the role and may be assigned from time to time. • Continuous improvement – Actively participate in providing solutions or suggesting improvements.

Direct reports: 4

Indirect reports: Nil

Deliverables

Strategy & Planning	<ul style="list-style-type: none"> • Drive the strategy of the of the Council to be aspirational and focused on high standards of service which reflect the demographics (as appropriate to role) • Deliver an annual plan, budget and (where appropriate) capital budget on time and in alignment with strategy and overall business plans • Contribute strategic and detailed information to the development of Council's LTP • Provide functional input for each of the teams that report to this role into the strategies and plans of other functions • Monitor the activities and plans of other business units for relevance and impact to own business unit – plan and take action accordingly • Achieve and maintain a high level of understanding of Selwyn District initiatives, developments, trends and issues • Manage risk through careful planning and sound judgement • Provide expert evidence-based advice and direction to governance and leadership on matters relating to designated area(s)
--------------------------------	--

Goal & Performance Achievement	<ul style="list-style-type: none"> Set performance objectives with all staff which are aligned with the strategy and goals of the organisation and team Review staff performance and development, providing regular feedback and coaching. Remedy performance discrepancies Recruit capable people who are a fit with the culture and values Ensure that staff are sufficiently trained and adequately resourced to complete their work Ensure a high level of achievement of plans and KPIs within business unit Manage and control operating expenses and take prompt action to remedy negative budget variances Develop and maintain a high level of digital literacy within the team Optimise the use of technology within service area Evaluate programmes in functional area, ensuring continuous improvement with the customer at the core Balance prudent expenditure whilst also ensuring fit for purpose activities and programmes
Culture	<ul style="list-style-type: none"> Develop a motivated, positive, empowered, psychologically safe, continuously developing team Achieve year on year improvements in staff engagement Role model and ensure full commitment to Council's safety culture Be seen by all direct reports as fair and honest with high standards Operate an effective two-way communication channel and feedback loop – keep people in the know, positively Be seen as a visible and positively influential leader throughout the organisation (as appropriate to role)
Reporting & Compliance	<ul style="list-style-type: none"> Prepare timely and informative monthly reports (and other reports as required) Maintain currency of knowledge with regard to relevant legislation, LG protocols, policies and procedures and ensure compliance by self and others Routinely capture data that informs future service planning and delivery by team/organisation Attend and be prepared for all management and council meetings
Relationships & Representation	<ul style="list-style-type: none"> Achieve productive and positive internal relationships across the organisation Represent the Council carefully and positively in the media (as required for role), in-line with media policy and training Engage proactively and constructively with Council, Councillors and community boards (as required for role) Provide an appropriate level of positive visibility in the community Represent the team/unit/group positively and proactively
Requirements for all staff	<ul style="list-style-type: none"> Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi. Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault. Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager. Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies. Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes.
Emergency Management requirements for all Council Staff	<p>Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account. Required assistance may include:</p> <ul style="list-style-type: none"> ➤ Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event. ➤ Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.

- Participate in any required Civil Defence exercises to ensure that essential services are maintained.

Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

Skills and Experience

Essential	Desirable
<ul style="list-style-type: none">• Extensive experience (10+ years) in a leadership role, leading similarly sized functional areas in a large multidisciplinary and complex organisation.• Experience in a formal leadership position, conducting regular 1:1 catch ups and performance reviews.• Excellent and demonstrable understanding of current policy, legislations and environment for Stormwater and Surface Waters.• Ability to build strong internal and external relationships.• Demonstrable experience working with Surface Water assets such as waterways, culverts, land drainage networks, stock water reticulation, storm water wetlands etc.• Experience in Local Authority and consent conditions management• Experience with stormwater, flood management, water engineering• Understanding of water quality sampling and monitoring and sampling requirements• Understanding of management of assets include maintenance and whole of life costs of Assets• Understanding of various legislation including the Resource Management Act, Local Government Act Water Services Bill• Demonstrable experience and/or a strong awareness of Stormwater Management Plans, Water Quality Monitoring Plans and consent criteria monitoring requirements• Experience in report writing, in particular providing reports to Council.	<ul style="list-style-type: none">• Experience in flood hydrology modelling• Experience in cost estimating and control• Management of customers from the farming and irrigation sector• Experience in database management, sampling results documentation and reporting• Understanding of RMA requirements and resource consents• Analyses numerical data, verbal data and all other sources of information• Breaks information into component parts, patterns and relationships• Probes for further information or greater understanding of a problem• Demonstrates an understanding of how one issue may be a part of a much larger system

Key relationships

External	Internal	Committees/groups
Te Taumutu Rūnanga	Chief Executive	Committees of Council
Te Ngāi Tūāhuriri Rūnanga	Executive Leadership Team	Business organisations and networks
Council customers	All other Council staff spread across the variety of facilities in Selwyn.	Special interest groups and committees
Selwyn residents	Mayor	
External contractors	Elected Councillors	
Territorial and Regional Authorities	Elected Community Board Members	
Government Agencies		
Greater Christchurch Partnership		
Non-government agencies		

Leadership Competencies



Eats problems for breakfast. Removes obstacles promptly to enable the team to get on with their work. Thinks methodically, and makes sound, informed decisions.



Does Change Well. Embraces change and creates a culture whereby people are open to and involved in change. Carefully plans for and addresses the associated people impacts.



Builds Togetherness. Shows genuine interest in people and builds trusting relationships with team members and peers. Creates a positive, collaborative, inclusive climate where all people feel part of the team and the organisation.



Rocks the messaging. Ensures people are kept informed. Puts care into ensuring messages and instructions are relevant, interesting, and easily understood.



Tackles the tough stuff. Deals effectively with performance and disciplinary situations. Has the difficult conversations. Takes ownership.



Delivers the goods. Thinks ahead and plans the work of the team accordingly. Ensures work is done well and to time.



Brings out the best. Appreciates that high performance is a journey not a destination. Puts effort into unlocking people's potential.



Sets the tone. Aware of the role of the leader in creating calm and confidence in the team. Monitors own emotions and takes action to stay positive.

Education, Qualifications, Memberships

Essential	Desirable
<ul style="list-style-type: none">• Bachelor of Engineering or other Environmental related degree or equivalent experience• Full current unencumbered driver's licence	<ul style="list-style-type: none">• Post Graduate degree in a related field

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.