

Quality and Assurance Maintenance Lead Position Description

Department/Group:	Aquatics / Experiences Group
Reports to:	Aquatics Services Manager
Location:	Splash Centre, 202 London Street Whanganui Whanganui East Pools
Post Number:	EMV 1147
PD Created / Modified:	April 2026

Whanganui District Council Vision

To be an energised, united and thriving district offering abundant opportunities for everyone.

Our Values

- Positive and encouraging
- Collaborative brilliance
- Make great happen

Position Purpose

The **Quality and Assurance Maintenance Lead** will provide leadership of the development and delivery of high-quality outputs in the Aquatics team. The **Quality and Assurance Maintenance Lead** will also support Council in building and maintaining a positive organisation that operates efficiently and effectively.

Key Result Areas

The position of **Job title** encompasses the following major functions or Key Result Areas:

<i>Key Result Area:</i>	<i>Job holder is successful if:</i>
1. Technical Operations	
<ul style="list-style-type: none"> • Provide technical expertise to the Aquatics Quality Technician(s) and wider operations staff in relation to water quality, plant operation, chemical handling, and safe maintenance practices. • Provide training to all appropriate staff ensuring they are, competent in water testing, dosing 	<ul style="list-style-type: none"> • Providing quality leadership and management to the Operations and Maintenance teams, effectively leading, coaching and empowering the team through change.

<p>response, emergency plant actions, and escalation processes.</p> <ul style="list-style-type: none"> • Conduct inductions and ensure competency is maintained for staff operating in plant rooms and undertaking chemical handling activities. • Provide technical guidance and oversight to contractors on site to ensure works meet safety, quality, and operational requirements. • Lead the development and upkeep of operational processes, procedures (NOPS, SOP, Task Lists etc) and plant manuals relevant to work area in collaboration with the wider team, ensuring documentation is current, fit-for-purpose, reduces risk and audit ready. • Ensure critical risks associated with aquatic operations are effectively controlled, monitored and continuously improved to prevent serious harm and operational failure. • Create and maintain shared calendar of upgrades and planned maintenance across sites • Identify required maintenance across sites prioritising according to risk. 	<ul style="list-style-type: none"> • Suitable induction and training are in place for the Operation and Maintenance teams, with records kept. • Promotes strong communication across teams, ensuring issues, learnings, incidents and improvements are shared in a timely, constructive and solutions-focused manner. • Encourages continuous improvement by reviewing processes that are not working as intended, implementing changes where required, and ensuring procedures remain practical, relevant and aligned with best practice. • Reduced unplanned closures and service disruption through effective plant monitoring, preventative maintenance planning, and proactive risk management
<p>2. Aquatic Centre Business</p>	
<ul style="list-style-type: none"> • Process all required information, records and forms in accordance with policy and operational procedures or as indicated by the supervisory and management team. • Accurately communicate information to customers on Aquatic Services policies and services. • Actively promote the wide range of resources and services available to customers. • Assume responsibility for additional roles such as, front counter at times when there is meetings and it does not coincide with primary function of role • Work with the other Aquatic Services teams to ensure key information is shared for customer interactions. 	<ul style="list-style-type: none"> • Communication between all teams and customers is clear and effective utilising positive language and reinforcing positive behaviours • Confidently knows the key customer information and terms and conditions in relation to key activities and services at the pool.
<p>3. Team Management</p>	
<ul style="list-style-type: none"> • Develop and lead an engaged team to deliver high quality and impactful outputs. • Effectively manage team performance by setting clear and stretch objectives, measuring & monitoring progress and results and providing regular feedback. 	<ul style="list-style-type: none"> • Engages and motivates staff to participate, and deliver excellent results for the Whanganui Community • Staff training needs are identified through appraisal and training needs analysis.

<ul style="list-style-type: none"> • Actively encourage professional and personal development for all team members. • Manage workflow including appropriate planning, and prioritisation of work. 	<ul style="list-style-type: none"> • Agreed training programmed/development opportunities are taken up. • Creates a collaborative team culture and treats others with respect and professionalism
4. Contributing to Council Leadership	
<ul style="list-style-type: none"> • Contribute collaboratively and with a cross Council perspective in discussions and decisions making processes. • Role model appropriate behaviours such as communicating organisational decisions and a shared view of Council’s strategic direction and other initiatives. 	<ul style="list-style-type: none"> • Productive relationships are built with other teams across Council which assist Council to operate effectively and deliver positive outcomes for the Whanganui community. • Change initiatives, including cultural change programmes are supported. • Contributes to an open, collaborative environment that encourages quality innovation, ongoing learning, and knowledge sharing across the team and wider organisation.
5. Customer Service	
<ul style="list-style-type: none"> • Demonstrate a “customer first” culture within the team, group and in the wider organisation. • Act as a Customer Advocate in the team, group and in the wider organisation. • See customer feedback as an opportunity to improve service. • Develop partnerships within the organisation to meet customer needs. • Contribute to the development of customer focused policies and procedure. 	<ul style="list-style-type: none"> • There is demonstrated application of the Customer First and associated guidelines. • Availability for customers is ensured. • There is evidence of understanding of the needs of the customer and improving customer service. • Any appropriate Service Level Agreement requirements are met. • CRM and correspondence are responded to in required timeframe (where appropriate) • Customer queries/requests are followed through in manner that ensures closure.
6. Long-term & Annual Planning Process	
<ul style="list-style-type: none"> • Support and participate in the Long-term & Annual Planning Process for the Council when required. • Effectively manages budgets and resources in alignment with the annual and long term plan. 	<ul style="list-style-type: none"> • The Project Manager receives effective support in achieving the Council’s statutory obligations in the development of the plans, including by providing high quality and timely information to the Project Manager as required. • Contributes to the development of business cases that support effective decision making.

7. Emergency Management	
<ul style="list-style-type: none"> • Support and participation in Emergency Management for Council when required. • Ensure direct reports support and participate in Emergency Management activities 	<ul style="list-style-type: none"> • The Emergency Manager receives effective support in achieving the Council's statutory and community obligations in emergency and risk management. • Effective and active participation, and, where appropriate, the release of staff for emergency response situations and planned training. • Ensures that staff complete foundation training at a minimum
8. Risk Management	
<ul style="list-style-type: none"> • Compliance with Risk Management. • Support the development and implementation of Business Continuity Plans for work group/teams. 	<ul style="list-style-type: none"> • Best practice risk management procedures apply to all projects, contracts and day to day activities. • Compliance with Council risk management policies and procedures including Business Continuity, Crisis Management and Legal Compliance. • Risks associated with functions managed and policies being developed are accurately identified, evaluated and reduced.
9. Health and Safety	
<ul style="list-style-type: none"> • Comply with all safe work procedures, policies and instructions. • Report all incidents, hazards/risks and injuries to supervisors in a timely manner. • Actively participate in the ongoing development of safe workplace practices in the Whanganui District Council. • Take personal responsibility for own safety without putting others at risk. 	<ul style="list-style-type: none"> • Comply with any reasonable instruction that is given to you by the PCBU or your Manager. • Timely, full and accurate completion of incidents on the H & S electronic reporting. • Participate in all Whanganui District Council Health & Safety Induction programmes and updates as and when required. • Demonstrate commitment to Health & Safety for yourself, your staff and contractors and your work colleagues.
10. Professional Development and Training	
<ul style="list-style-type: none"> • Professional Development/Training Needs are identified and enacted. 	<ul style="list-style-type: none"> • Own training needs are identified through appraisal and training needs analysis. • Agreed training programmed/development opportunities are taken up. • Knowledge of both management and professional areas remains up to date.

11. Other

Special projects and additional duties commensurate with the position are completed from time to time as requested, meeting quality standards and deadline requirements.

Note:

The above performance standards are provided as a guide only. The precise performance objectives and measures for this position will need further discussion between the jobholder and manager as part of the performance management process

Key Relationships:

Internal	External
<ul style="list-style-type: none">• All Splash Centre staff• Whanganui District Council Staff	<ul style="list-style-type: none">• Contractors and suppliers• General Public• Swimming Clubs, Schools and Clubs• Water Safety New Zealand• Government Authorities

Role Scope:

Direct Management of Staff:	2-4
Indirect Management of Staff:	0
Delegated Financial Authority:	In accordance with delegated authority guidelines

Qualifications and Experience:

Essential:	Desirable:
<ul style="list-style-type: none">• 3+ years in a similar leadership role• Previous experience managing staff and budgets• New Zealand Certificate in Aquatic Treatment Systems (L4)• Confined Spaces• Certified Handler• Strong written and verbal skills with the ability to communicate issues and concepts clearly, succinctly and in a manner that obtains buy-in.• Ability to build and maintain relationships and networks with diverse range of stakeholders.• Ability to identify and implement improvements in a constructive and proactive manner.• Strong organisational skills including planning, prioritising & delegating work.	<ul style="list-style-type: none">• Understands the local government environment.• A current NZ drivers licence.• Chemical Handling (We can do on job training for successful candidate)• Comprehensive First Aid (We can do on job training for successful candidate)• Trade Experience (HVAC, Mechanical, Carpentry, Plumbing or Electrical)

Variation:

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Acceptance of Position Description

I have read the attached Position Description and agree that it represents the duties I will perform for the above position.

Employee: _____ Dated: _____

General Manager: _____ Dated: _____