

Contract Manager – Waters Operations and Maintenance

To ensure the effective delivery of water, wastewater, and stormwater services by managing operations and maintenance contracts, overseeing compliance with contractual standards and capital works. This includes safeguarding performance, financial integrity, and service continuity through proactive contract administration and project management.

Our Organisational Tikanga

Whanaungatanga

(fostering relationships and a sense of connection)

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

Manaakitanga

(showing respect and care for others, hospitality, kindness and support)

- We lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

Kotahitanga

(unity, solidarity, togetherness and collective action)

- We have one shared direction and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

Atawhaitanga

(protection, stewardship, trust and a responsibility for long term outcomes)

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.
- We collaborate and establish partnerships that enhance our role in the social, environmental, economic and cultural wellbeing of our communities.

Our expectations

As part of the Whangarei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational values, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team, and
- deliver our services in a way that is best for the district (as opposed to best for the Council).

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Contract Manager – Waters Operations and Maintenance – that's your primary task at Whangarei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're crafting a new way of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What you will do

Contract Oversight & Management

- Oversee multimillion dollar value Waters Operations and Maintenance Contract(s) as well as other contracts and capital projects as required
- Act as the primary point of contact for all contractual matters between WDC and the contractor(s)
- Review, interpret and respond to RFIs, NTCs, NTEs
- Identify and mitigate risks arising from contract terms
- Draft, review, and negotiate contractual documents, work orders, instructions, and purchase orders, including managing the contractor claim processes
- Monitor contract performance and deliverables, track modifications, and maintain accurate records and correspondence
- Report contract performance and issues to senior management

Compliance & Standards

- Ensure adherence to Health & Safety, legal, regulatory, and organisational standards
- Ensure compliance with applicable laws, regulations, and company policies

Collaboration & Stakeholder Engagement

- Collaborate with cross-functional teams (Waters Department, Operations, Engineering, Finance, Legal) to align contract terms with programme and pricing strategies
- Provide proactive guidance to management, stakeholders, and hapū on contractual risks
- Relationship management. Lead/support internal and external audits, performance evaluations, and contract close-out activities (funds release, deliverables acceptance, lessons learned)

Process Improvement & Tools

- Develop and maintain standard contract templates, policies, and procedures for efficiency and consistency
- Drive process improvements, including adoption of Project Lifecycle Management (PLM) tools, dashboards, and analytics to track KPIs.

What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department 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 procedures.

Health and safety

- Accurately and promptly report all accidents, incidents and risks by the end of the working day.
- Keep yourself and others safe.
- Adhere to all Council Health & Safety policies, procedures and guidelines.

What you will bring

- **Qualifications:** Tertiary qualification in engineering (preferred) or relevant certifications
- **Experience:** Minimum 10 years' contract management experience in New Zealand or similar environment
- **Technical Knowledge:** Familiarity with NZS3917, NZS3910, and subcontract types; strong understanding of contract law and compliance
- **Core Skills:**
 - Legal knowledge and compliance expertise
 - Negotiation skills to secure favourable terms while maintaining strong relationships
 - Analytical ability to assess risks, costs, and benefits
 - Attention to detail for identifying errors or unfavourable clauses

- Organisational skills to manage multiple contracts and priorities
- Programme management capability to oversee and coordinate projects concurrently
- **Communication & Collaboration:** Excellent interpersonal skills across functions and stakeholders
- **Tools & Systems:** Proficiency in Microsoft Office; experience with contract management systems and enterprise tools advantageous
- **Other:** New Zealand citizenship or permanent residency

Additional Information

Financial responsibilities - Nil

Position Grade 17

Organisation Chart – see below

