

Technical Officer (Parks, Assets & Playgrounds)

To manage the maintenance, renewal, and ongoing performance of Council's playground and parks assets. The role is responsible for playground asset management, project delivery, contract management, community engagement, asset planning, and health and safety oversight, ensuring playgrounds and associated recreation assets remain safe, compliant, fit for purpose, and responsive to community needs.

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.

Technical Officer (Parks, Assets & Playgrounds) – 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 Administration

- Prepare and administer contract documents for parks, assets and playground maintenance, renewals and minor capital works, including scopes, specifications, tender documentation and consultant briefs.
- Analyse and evaluate tenders, assess contractor attributes, and carry out pre-award and post-award contract procedures in line with Council requirements.
- Evaluate, authorise and monitor contract variations, progress claims and payment certificates.
- Monitor contractor performance through regular inspections, audits and reporting, including service levels, quality standards and response timeframes.
- Monitor compliance with Council standards, policies, health and safety requirements, relevant legislation and playground safety expectations.
- Manage and report expenditure against approved operating and capital budgets for relevant cost centres and projects.
- Prepare reports, briefing notes and agenda items relating to contracts, parks assets, playgrounds and associated service delivery matters.

Asset Management Planning

- Contribute to service level reviews, asset renewal planning and lifecycle planning for parks, recreation assets and playgrounds.
- Contribute to Annual Plan and Long-Term Plan budget development by providing asset conditions, renewal, maintenance and project information.
- Implement and monitor planned maintenance and renewal programmes for parks, assets and playgrounds.
- Maintain and improve asset information, inspection records and data quality within Council's asset management systems.
- Identify asset risks, defects and improvement opportunities and support prioritisation of works based on condition, safety, service level and community need.

Relationship Management

- Supervise, direct and support contractors and service providers to deliver agreed outcomes for parks, assets and playgrounds.
- Liaise with and brief consultants, contractors and suppliers to support investigations, designs, inspections and delivery of works.

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

- NZQA recognised qualification at Level 4 or above in parks, recreation, open space management, asset management, horticulture, arboriculture, turf management, construction, project management, contract management or a related discipline.
- Playground inspection/safety certification, asset management training, contract management/procurement training, and health and safety training would be advantageous.
- **Minimum 3–5 years' relevant experience** in parks, recreation, open space, playground, infrastructure asset management, contract management, project delivery or a related operational environment.
- Demonstrated experience in financial forecasting, and management of OPEX and CAPEX budgeting.

- Work collaboratively with internal teams, Parks service providers and other Council stakeholders to coordinate maintenance, renewal and improvement activities.

Community Liaison

- Encourage, develop and maintain constructive partnerships with community groups, stakeholders and customers to support effective stewardship of parks, assets and playgrounds.
- Promote the value, safe use and care of open spaces, recreation assets and playgrounds through engagement, advice and education.
- Resolve day-to-day public complaints, concerns and enquiries through the CRM system, site meetings, correspondence and phone calls.

- Communication skills; able to explain potentially complex information to customers.
- A strong customer focus.
- A high level of integrity and initiative, with proven capability to work well within a team and supporting others in a team environment.

Additional Information

Financial responsibilities – Nil

Position Grade – Grade 14

Organisation Chart – see below

