Network Inspector

Play a key role in supporting the effective delivery of Road Maintenance and Renewals Contracts by conducting regular inspections and audits of the roading network. This includes assessing asset condition, workmanship quality, health and safety compliance, and temporary traffic management practices to ensure alignment with contractual standards. Undertake quality audits on contractor claim items ensuring that works are completed to required standards and acceptable for claim processing.

Our 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)

- By showing manaaki 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 tikanga, 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
- deliver our services in a way that is best for the district (as opposed to best for the Council), and
- use our organisational tikanga to guide our decision making.

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.

Network Inspector – 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 continually looking at better ways 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

- Have primary responsibility for undertaking quality audits on claim items and provide decisions to the supervisors where requested ensuring that works are completed to acceptable standards.
- Responsible for building the pool of works that feed into the programme by way of general inspections, targeted inspections post contractors patrol, CRM investigation, or supervisor directed inspections for specific sub programmes.
- Gather any information required to respond to the customer or instruct work.
- Attend to requests across the district that require a degree of detailed investigation due to their complexity, gathering any information required to respond to the customer or instruct work.
- Act as the Council's "eyes and ears" on the ground, providing effective first response to onsite network issues and customer queries.
- Identify emerging trends, risks, and areas for improvement, and work closely with the Contract Supervisor and Contract Quality Supervisor to ensure consistent standards and value for money.
- Complete monthly audits on health and safety and temporary traffic management practices.
- Identify and report defects, asset condition issues, or non-compliance in a timely and accurate manner to enable the development of monthly works programmes.
- Escalate urgent risks or recurring issues and contribute to trend analysis and contract performance feedback.
- Provide clear, structured reporting using council inspection systems and databases.
- Promote a strong health and safety culture through vigilant field observations and contractor engagement.
- CRMs – investigate CRMs that fall outside of the general maintenance contract /scope. Providing a centre of expertise for technical and non-standard requests.

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

- NZCE (Civil) or other relevant tertiary qualification in civil engineering or equivalent experience.
- Minimum of 5 years of experience in road maintenance or construction.
- Strong knowledge of network condition surveys and inspection processes.
- Proficiency in using computer packages such as Microsoft Office, Pocket AWM, and AWM Contractor database software.
- Ability to read and interpret engineering drawings for on-site set-out.
- An eye for detail and an ability to spot workmanship issues or safety concerns.
- Working knowledge of road management practices and contract service levels.

- Ability to engage effectively with contractors, the public, and council teams in a clear, professional manner.
- Good judgement and decision-making to assess when to escalate issues or recommend corrective actions.
- Customer-focused attitude to represent Council positively and resolve public concerns efficiently.
- Accurate record-keeping and IT proficiency that enables effective use of digital inspection/reporting tools and databases.
- Ability to work independently across a wide geographic area while maintaining responsiveness and accountability.
- Strong team collaboration skills - sharing insights, contribute to trend reporting, and support overall network performance.
- Ability to carry out field work to a high standard, including site inspections, contractor monitoring, and safety observations

Additional Information

Financial Delegation - Nil

Position Grade – Grade 14

Organisation Chart – see below

