

ROLE DESCRIPTION
November 2021

Title & Reporting Relationships

Position Title: **Water Conservation and Tradewaste Officer, Water and Wastewater Services Team, Infrastructure Services Group (2 years Fixed Term)**

Grade: SP 15

Reports to: Water and Wastewater Services Manager

Direct Reports: Nil or as may be temporarily required by the Water & Wastewater Services Manager on a project needs basis.

Purpose of Position **The Infrastructure Services Group** is made up of: Access and Transport; Water and Wastewater Services; Project Management Office; Operations; Coastal Projects; Stormwater & Coastal Assets; and Sustainability and Resilience.
The teams work collaboratively to ensure the Council is able to develop, implement and maintain the appropriate infrastructural and asset management processes and practices to achieve the Council's required levels of service in an efficient, effective sustainable and customer friendly manner.

Within this group, the Water Conservation and Tradewaste Officer role works within the Water & Wastewater Services team to assist Council to deliver efficient and effective water and wastewater services through the development and implementation of the Water Conservation Plan and Wastewater service initiatives. They act as the point of contact on water use issues for residents, developers, businesses and community groups and liaises with Greater Wellington Regional Council.

The Water Conservation and Tradewaste Officer will operate as a team member and, in some cases, lead a number of cross-Council teams. Due to the nature of the work undertaken by the Water & Wastewater Services team, the ability to respond in the case of 'after-hours' flooding will be required.

Indirect Reports: Ni

Internal Customers: This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders, including:
Senior Network Engineer, Asset Planning Engineers

- Water and Wastewater Utility Operations Managers and Supervisors
- Water and Wastewater Treatment Plants Manager and Supervisors
- Rates team
- Stormwater and Coastal Assets Manager
- Resource Consents & Compliance Team
- Digital Solutions Team
- Other Council staff as required

External Contacts:

- Residents and Ratepayers
- Significant water users
- Tradewaste Customers
- Potential new customers
- Greater Wellington Regional Council
- Consultants
- Contractors
- Industry suppliers
- Community Groups
- Emergency Services
- Computer Software Providers

External Customers:

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services and performance of regulatory functions in a way that is most cost-effective for businesses and households. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influence how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

Our behaviours demonstrate our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers’ needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of the implications of the Treaty of Waitangi on the operations of a local authority.

Functional Key Results

Technical

The Water Conservation and Tradewaste Officer is responsible for:

- Management of the Water Conservation Plan/ Leak management on private property and Council infrastructure
- Advising on Water Education & Strategy
- Tradewaste consent: Review and update the list of trade waste customers. Develop a strategy monitoring the discharge quality.

- Review of the Backflow asset data and its risks/testing plan.
- Assist in operational efficiency and improvement of the existing Laboratory quality data.

Water Use and Conservation

- Lead water loss management and targeted loss reduction initiatives. This includes weekly monitoring of scheme minimum night flow reports for urgent actions, zone-wide leak investigations, and ensuring all identified public leaks are triaged for repair.
- Monitor and report on District water use, producing an annual water conservation plan to support community knowledge and consent conditions requirements.
- Maintain up to date water meter consumption records, identify private leakage, high reads or misreads; identify broken meters for replacement.
- Coordinate private leak investigations with the compliance officer and ensure customers receive notices or advice in a timely manner.
- Undertake annual water balance of each water supply and at the District level
- Manage the procurement and delivery of community and school-based water conservation programmes.
- Manage the interest-free rates payback scheme for approved water conservation solutions which reduce the use of the Council's potable water supply. Including site visits to explain the water supply scheme, processing applications, tracking progress and supporting ratepayers avail of this offer.
- Support other Council activities with information and advice about improving their efficient water use, including at least four water conservation reports a year.
- Provide information to residents, businesses, institutions and community groups to develop and maintain efficient water use systems and integrated water supply choices, which enable them to reduce their overall water consumption.
- Ensure website water conservation information stays up to date
- Supporting a shift in community attitudes and philosophy toward responsible water use at all times;
- Provide information to developers and designers to establish water efficient housing and subdivisions where achievable, including the use of stormwater and reuse of "grey water".
- Maintain community networks and capability that provides access to and exchange of information about responsible water use opportunities, and participation in water use education.
- Maintain current knowledge about water use trends and best practices and available efficient water use systems and initiatives and other Council's water conservation policies, methodology and educational systems.
- Review the performance of water conservation actions and plan future water use initiatives to meet the Sustainable Water Management Strategy goals.
- Achieve any other results/tasks in conjunction with the role as required from time to time.

Wastewater Service Initiatives

- Lead the identification and ongoing review of opportunities to improve the asset management practices for the delivery of the wastewater service and coordinate the development of an implementation plan. Including performance, condition and compliance data monitoring and reporting.
- Be the Waste & Wastewater Services Group lead on the Resolving Private Drainage Issues project in conjunction with the Stormwater Asset team
- Lead the implementation of the agreed implementation plan.
- Support community knowledge and consent conditions requirements

- Review the performance of wastewater service improvement initiatives and plan future initiatives.
- Maintain knowledge about wastewater trends and best practices and available efficient wastewater systems and initiatives and other Council's wastewater management policies, methodology, and educational systems.
- Assist the Compliance officer and Wastewater treatment Plant manager to respond to annual compliance reporting.
- achieve any other results/tasks in conjunction with the role as may be required from time to time.

Tradewaste

- Review the consents of current trade waste customers
- Develop a strategy for monitoring the discharge quality of consented customers
- Monitor the reconsenting of trade waste customers
- Monitor and report on Tradewaste discharge and produce an annual report summarising the performance and initiatives.
- Coordinate with compliance officer and laboratory to ensure efficient, reliable and fair consent compliance process in place for customers.
- Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others)

Catchment Management

Assist the Treatment Plants Managers to:

- Manage the planting contract to reforest the future Maungakotukutuku Damsite,
- Manage any agreements covering pest control work on the dam site and Maungakotukutuku Damsite Covenant area
- Ensure access tracks kept in acceptable condition
- Work with Place and Space Group to ensure leases are maintained, and any access licences to forestry companies protect Council's interests.

Legislative Compliance

- Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).

Project Management

- Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.
- Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.
- Ensure Council processes and procedures are complied with.

Customer Service

- Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values.
- Maintain confidentiality at all times.

Teamwork

- Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.
- Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.
- Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.

- Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.

Financial Management

- Ensure all financial activity is conducted in accord with current policy and procedures.
- Ensure you work within your financial delegation.

Monitoring and Reporting

- Review, monitor and report on activity or projects as required by the manager.
- Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.

Relationship Management

- Build and maintain effective professional working relationship with all key stakeholders.
- Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.

Information Management

- Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.

Personal Key Results

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of the Treaty of Waitangi and its application for the Council.

Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying work place risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment;
- reporting any risks and/or hazards you become aware of in the workplace;
- observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment;
- notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours;
- notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge and Experience

- A degree or diploma in Science with local government experience in water and wastewater treatment.
- Excellent oral and written communicator with good facilitation skills.
- Demonstrated significant and proven experience in working with individuals and groups to achieve targeted outcomes.
- Preferably have knowledge of the water industry and current/emerging water technologies and how these are related to sustainable resource management.
- Demonstrated a high level of initiative and self-motivation with the ability to work unsupervised or to lead or work in a group.
- Demonstrated ability to conceptualise and develop effective solutions through the inputs of others.
- Demonstrated well developed and effective project management skills.
- Experience in professional areas such as community development, public relations or marketing, engineering or related technical fields.
- Excellent interpersonal skills with a demonstrated commitment to customer service and ability to work with a wide range of people within and outside the organisation.
- Demonstrated ability and willingness to keep updated and be aware of and cognisant with relevant legislation, bylaws and regulations.
- Hold a current and valid NZ Driver Licence.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Civil Defence Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence duties in the event of an emergency. (Training will be given as appropriate.)

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.