

ROLE DESCRIPTION
January 2023

Title & Reporting Relationships

Position Title:	Manager, Project Management Office, Infrastructure Services Group
Grade:	SP23
Reports to:	Group Manager Infrastructure Services
Direct Reports:	Up to 6 FTE
Delegated Authority	<p>Financial: This position holds a financial delegation of \$100,000. The position holder is authorised to enter into any contracts in relation to the duties of the position up to this specified limit in accordance with the Council's procurement policy.</p> <p>Human Resources: This position holds a delegation at Level C. A copy of the HR Delegations is attached.</p>
Purpose of the Group and the Position:	<p>The Infrastructure Services Group is made up of seven teams: Access and Transport; Water and Wastewater Assets; Project Management Office; Operations; Coastal Projects; Stormwater & Coastal Assets; and Sustainability and Resilience.</p> <p>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.</p> <p>Within this Group the Manager, Project Management Office works collaboratively leading all Council project managers of identified Council projects to ensure the provision of consistent reporting and monitoring of progress, reporting of identified and potential risks, and the management and mitigation for such risks to the Group Manager. This is a new role established to enable a dedicated resource which can provide a joined-up approach to project management across the organisation as a whole. The role will provide leadership at a high level across Council projects to ensure projects are managed effectively within budget, and risks and progress effectively and consistently monitored and</p>

reported on.

The role will also develop and implement fit for purpose project management processes and procedures for internal use and ensure effective implementation of these across the Council as and where required.

Indirect Reports: Pending projects under the PMO, there may be instances where closer working relationships between project managers and the Manger PMO may be appropriate.

Internal Customers: This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders including:

- Group Manager Infrastructure Services
- Members of the PMO team
- Project Managers from other teams across the Council
- Senior Leadership Team
- Staff from across other teams within the Council
- Iwi Partnerships Team

External Customers:

- Contractors and service delivery agents
- Consultants

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.

KEY RESULTS AND OUTCOMES

Functional Key Results

This is not a project management role in terms of “hands-on” involvement in the administration and implementation of projects. It is a role requiring the combination of leadership for quality assurance and risk management, and also leadership of people to achieve results. Some administrative assistance will be provided but generally the incumbent will be required to complete most of the administration particular to the role.

Leadership

- Leaders are expected to actively contribute to achieving the Council's aspirations with respect to the relationships with Te Āti Awa ki Whakarongotai, Ngāti Toa Rangatira and Ngā Hapū o Ōtaki.
- Build and maintain a happy, high performing team.
- Ensure that your staff are current in their knowledge in legislation and training is available to keep pace with best practice.
- Effectively manage day to day work output and timeframes.
- Schedule and conduct regular team meetings to enable the team to be informed and up to date in their areas and those areas that cross over with other teams.
- Ensure individual team member performance is monitored, reviewed with appropriate and timely feedback, and written performance reviews are formally completed in a timely manner.
- Ensure adequate provision of backup/cover for team members.
- Be a role model for the delivery of consistent high customer service levels to internal and external customers and champion Council values.
- Establish an effective performance culture within the team, including ongoing performance appraisals with clear performance indicators and consistent standards. Team Leaders/Supervisors/Managers are accountable for the leadership, support and coaching of their team members, the fostering of a teamwork approach to the delivery of both the team and the Group's outputs, and the identification of training and development as appropriate.

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.
- Develop and implement systems and processes which will improve the Council's ability to manage and monitor projects of all sizes and budgets.
- 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.
- Ensure good quality internal communication to key staff on the expectations of information required regarding monitoring and reporting.

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, identifying critical issues and risks and detailing progress in relation to the agreed project milestones.
- 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.
- Establish effective, successful working relationships with all project managers and with the Chief Executive and Senior Leadership Team.
- 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 managers are expected to be champions for health & safety excellence. All employees have a responsibility to work towards keeping a safe and healthy work environment by following safe work methods, identifying work place hazards and risks, using appropriate safety equipment, and complying with all policies and procedures that are in place. Employees must take reasonable care of their own health and safety and ensure their actions or inactions do not cause harm to themselves or others.

Expectations of manager responsibilities for health and safety include but are not exclusive to;

- Visibly demonstrating to their team and stakeholders that good health and safety practices are an integral part of the Council culture
- Integrating health and safety requirements and expectations into daily business making decisions
- Proactively monitoring the resources required achieve agreed health and safety performance targets
- Reviewing health and safety performance with an inquiring mind, looking to understand and gain insight and assurance that risk is being effectively managed and balanced along with other Council priorities

- Hold self to account through setting clear expectations and performance goals that enable each person to contribute towards making Council a safe and healthy place to work.

At the discretion of the Council, as part of a rehabilitation program, 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

- Proven experience and demonstrated competence in project management, preferably within the local government sector.
- Experience effectively leading teams who often may be required to work to delivery deadlines and being able to demonstrate support for staff and their wellbeing.
- Tertiary qualification in planning, resource management, engineering or other relevant discipline or extensive project management experience in complex, multi-disciplinary projects.
- High level of skill and experience in risk identification and management.
- Proven experience in developing and implementing effective project management systems and processes, that are fit for purpose and provide flexibility across projects of different sizes/budget while maintaining process integrity.
- Demonstrated high levels of computer competency with proven ability to effectively use spreadsheets, database and project management software.
- Effective interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for working with a wide range of people within and outside the organization.
- Demonstrated ability to build and maintain effective professional working relationships with all key stakeholders, including with other council staff members based on a collaborative, collegial and cooperative working style.
- Effective communication skills both oral and written. In particular demonstrated ability to provide reports identifying critical information and presenting information in a useable and easily understood format.
- Effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member.
- Holder of a current and valid NZ Drivers' license.

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, Emergency Management and Business Continuity Duties

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

Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

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 ..