

ROLE DESCRIPTION
May 2023

Title & Reporting Relationships

Position Title: Reticulation Serviceperson - Water, Kaimahi Hononga Wai, Operations Team, Infrastructure Services Group

Grade: SP10

Reports to: Water Reticulation Supervisor

Direct Reports: NIL

Purpose of Position The Infrastructure Services Group is made up of seven teams: Projects; Water & Wastewater Assets; Roading Assets; Stormwater & Coastal Assets; Solid Waste Assets; Wastewater & Water Treatment; and Operations. The teams work to ensure delivery of the leadership and management required to ensure the Council is able to develop and implement 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.

The Operations Team is part of the Group and is responsible for the maintenance of water supply reticulation, wastewater collection systems, footpaths, parks and recreational areas, solid waste collection and disposal, stormwater systems and coastal protection throughout the district.

The Operations Team is responsible for four water supply reticulation systems serving one rural and four urban communities through 340km of water mains. It is also responsible for 250kms of sewers, with 140 sewage pumping stations in three separate reticulation systems serving three urban communities. The reticulation systems are generally young, being installed about 25 years ago. The water sources are directly dependant on rainfall so water conservation is critical in the summer.

Working within the Operations Team, the Water Reticulations Serviceperson assists the day to day operation of the Reticulations unit to ensure that the highest possible level of service is provided.

Indirect Reports: NIL

Internal Contacts: Sewer/Stormwater Supervisor

Water Reticulation Supervisor
Operations Manager
Utilities Infrastructure Manager
Operations Team members
Staff from other teams across the Council

External Contacts: Ratepayers, Residents
General Public
Other Councils
Plumbers and Drainlayers
Fire Service

Role of Kāpiti Coast District Council

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 RESPONSIBILITIES AND OUTCOMES

Functional Key Results

Working as part of a close knit team, the Water Reticulations Serviceperson will contribute to the smooth and effective operation of the team in areas including:

- **Water Reticulation**
 - Installing new services including mains
 - Locating and marking of tobies, valves, mains and service connections
 - Stopcock/toby repairs
 - Valve and fire hydrant maintenance
 - Repair of broken mains and service connections
 - Routine flushing of mains
 - Handling of inquiries
 - Ensuring that all standards, both internal and external are adhered to at all times

Additionally the Reticulations Serviceperson will be required to support the Sewer/Storm water Reticulation team in areas including:

- **Storm water**
 - Installing new services including mains, manholes and sumps

- Carry out any work in a professional manner as directed by the Stormwater Engineer, Engineering Design Manager or the Sewer/Stormwater Supervisor.
- **Sewer Reticulation**
 - Assist in installing new services including mains
 - Repair of broken mains and sewer blockages
 - Ensuring that all standards, both internal and external are adhered to at all times

Achieve any other results/tasks in conjunction with the role as may be required from time to time.

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.

PERSON SPECIFICATION

Essential Skills, Knowledge, and Experience

- Holder of a National Certificate in Water Reticulation and Sewer/Stormwater systems* or relevant industry experience
- Demonstrated ability to assist in laying mains, undertake manhole and pipe repairs
- Demonstrated ability to work with sewerage and stormwater
- Ability to work after hours when required, and rostered standby duty
- 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

- effective communication skills.
- effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member.
- Ability to work effectively under pressure and with minimum supervision
- Be willing to undertake and/or assist with a wide variety of duties due to the nature of the varied tasks required within the Operations Team
- Ensure that OSH standards are adhered to at all times and work is carried out in a safe manner at all times using the proper staff, machinery and materials
- Demonstrated ability to operate Laptop computer using MapInfo GIS system
- Holder of a current and valid NZ Drivers License, Heavy Trade license and Special Vehicle licenses ie: Wheels, Tracks and Rollers
- Demonstrated interest in the Kāpiti Coast District Council and a willingness to gain understanding of the responsibilities individual officers across the organization
- Demonstrated can-do attitude and willingness to help across teams

* Ideally we prefer applicants to hold this qualification, however demonstrated commitment and ability to achieve this qualification will be considered.

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.