

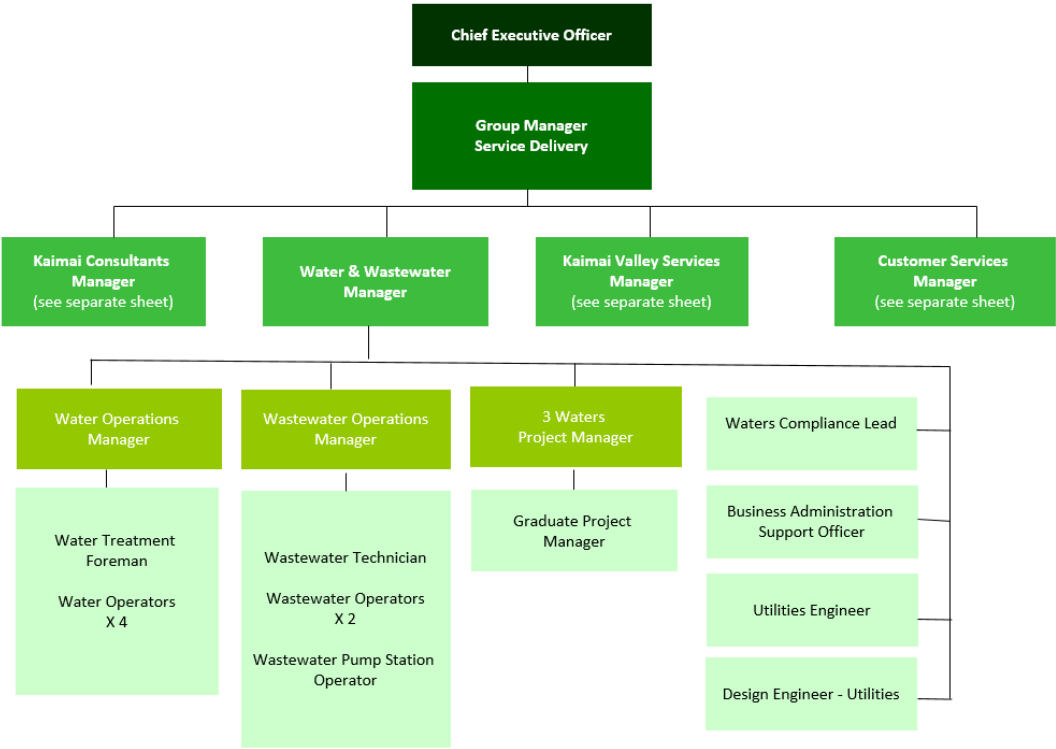


Position Description

Title:	Utilities Engineer
Group:	Service Delivery
Reports to:	Water and Wastewater Manager
Staff reporting to this position:	No Direct Reports
Position purpose:	<p>This job exists to:</p> <p>Assist the Water and Wastewater Manager to plan, design and implement new capital, renewal and maintenance works for Council's utility services in accordance with Council's Long Term Plan and the Utilities Asset Management Plan</p>
Position Grade:	
Date:	February 2019



Organisation context



Our Vision: Making a difference

We as a Council strive to make a difference in our community in everything we do. In our work, in our district, and in our staff culture.

Making a difference means doing your job to the best of your ability, to improve the district, the towns we live in, and the lives of the people who live in Matamata-Piako.

The way we do things, has a real opportunity to make a difference in the lives of those who live in our communities.



Our Mission: Working with the community



Our mission is to work with the community to enhance the lives of all those in the district.

What we do has a direct effect on our community - the better the quality of our work and the more we work with our community, the better our community will be.

What we do matters.



Our Values: We do it right, we do it better, we do it together



Expected behaviours

We do it right

- We are accountable for our actions
- We take ownership of our work
- We provide great customer service
- We are professional in all our dealings with others
- We are aware of how our actions reflect on Council
- We are open and honest with each other
- We are trustworthy
- We are responsible for our own wellbeing and the wellbeing of our workmates

We do it better

- We are open to learning and change
- We are self motivated and we use our initiative
- We learn from our mistakes
- We challenge the status quo
- We strive for continuous improvement
- We are friendly, helpful and flexible
- We are solution centred

We do it together

- We work together as one team
- We respect and accept the views of others
- We are informed and we keep others informed



- We share our knowledge with other teams
- We celebrate success
- We are actively involved as part of the team



Key accountabilities

The position of Utilities Engineer encompasses the following functions or Key Accountabilities:

- Investigation and design
- Contract administration
- Monitoring and supervision
- Resource consent applications
- Building consents and related requests
- Technical advice and support
- Customer and Community Focus
- Corporate/Organisation Contribution

The requirements in the above Key Accountabilities are broadly identified below:

Jobholder is accountable for	Jobholder is successful when
1. Investigation and Design <ul style="list-style-type: none">• Carry out investigations into options to provide a solution to a utility issue as assigned by the team leader, prepare cost estimates and report with preferred options identified.• Prepare design and drawings for approved solution in a timely manner, using computer design aids.	<ul style="list-style-type: none">• Practical and affordable option identified.• Well designed drawings are produced for tender purposes with no delay to the approved programme. Drawings are in accordance with Council's standards.



<p>2. Contract Administration</p> <ul style="list-style-type: none"> • Administer contracts as assigned in accordance with the Contract Procedures Manual. 	<ul style="list-style-type: none"> • Contract works completed in a timely manner in accordance with contract.
<p>3. Monitoring and Supervision</p> <ul style="list-style-type: none"> • Supervise the performance of internal & external contractors on operation and maintenance works as assigned. • Prepare monthly reports on physical and financial progress compared to programme. • Assist/check and edit data for various resource consent data consents 	<ul style="list-style-type: none"> • Internal and external operations and maintenance contractors provide services in accordance with internal agreements and contracts as applicable. • Monthly reports provided. • Exception reports prepared as required. • Assisting treatment plant managers when required
<p>4. Resource Consent Applications</p> <ul style="list-style-type: none"> • Respond to requests to provide utilities requirements on subdivisions and develop consents in a timely manner to meet RMA requirements. • Provide timely advice to staff, customer & public on council engineering requirements and protection of asset systems. 	<ul style="list-style-type: none"> • Utility requirements for subdivision or development clearly specified in accordance with Council's standards. • Time requirements under RMA complied with. • Advice given complies with by laws and councils infrastructure code of practice and development manual



<p>5. Building Consents and Related Requests</p> <ul style="list-style-type: none"> • When required research and provide information on utility services as they may affect a building proposal. 	<ul style="list-style-type: none"> • Respond to LIM/PIM applications accurately and in a timely manner.
<p>6. Technical Advice and Support</p> <ul style="list-style-type: none"> • Provide advice on design, legislative and resource consent issues in relation to utilities. • Contribute to the collective knowledge of the Utilities Section in a collegial manner. • Respond to external and internal customer requests. 	<ul style="list-style-type: none"> • Monitor the utilities network and provide advice on updates and improvements. • Shares personal knowledge and experiences with the team. • Respond to the customer request and provide a well researched response in a timely manner.
<p>7. Customer and Community Focus</p> <ul style="list-style-type: none"> • To ensure that the reputation of Council is enhanced and that a sound relationship with the district community is developed by maintaining an open policy for community participation and the distribution of information. • Ensure customers receive good service over the phone, face to face and through mail and email. • Follow through on Customer Request for Service (CRM). 	<ul style="list-style-type: none"> • Agreed processes are used to enable a pro-active and positive Council interface with customers. • Availability and readiness to meet and consult with individuals and community groups. • Respond to customers in a timely manner and inform them of progress. No customer complaints received.



<ul style="list-style-type: none"> To ensure cultural perspectives are reflected in all business practices. 	<ul style="list-style-type: none"> CRM and TRIM response times are met. Evidence of cultural perspectives in consultation, with improved relationships and appropriate protocols observed.
<p>8. Corporate/Organisation Contribution</p> <ul style="list-style-type: none"> To utilise, maintain and access council information systems ensuring data is current, accurate and available. To maintain the security of the information systems and their content, and to follow policy with regard to the handling of information both electronic and physical. Comply with all Council's policies and rules. Work practices to reflect the corporate vision values and expectations. Demonstrate a willingness to participate in special projects. Foster co-operation between other teams for the benefit of the organisation. 	<ul style="list-style-type: none"> That processes associated with information collection, recording, communication and maintenance are followed using the relevant procedures and standards, and following the requirements of the associated policies. That there are no unauthorised breaches of the IT and Records Policies. Complies with all policies and rules. Promote and express pride in your team and the organisation. Participate, express ideas and viewpoints at team group meetings. Contribute to corporate initiatives when required. ISO 9001 quality management systems in PROMAPP are continually improved and maintained.



<ul style="list-style-type: none"> • Participate in the development, implementation and continual improvement of procedures and standards, to ensure the provision of quality services to both internal and external customers. • Assist Councils emergency management response in the event of a civil defence declaration. • Ensure that all Health and Safety requirements as outlined in the Health and Safety policy are complied with. 	<ul style="list-style-type: none"> • Assist in Council's emergency response actions as required. • Ensure awareness of Health and Safety requirements and procedures.
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Note

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.



Work complexity

Most challenging duties typically undertaken:

- Balancing daily activities with design/project tasks
- Negotiations with ratepayers regarding the three waters – e.g. access for sewer renewals and water mains

Key relationship skills

Key internal and/or external contacts	Nature of the contact most typical <i>(e.g. courtesy, giving/receiving information, explaining things, liaising, advising, gaining cooperation, facilitating, influencing and persuading, resolving minor conflicts, mediating, negotiating, formal negotiation, supervising, leading.)</i>	Frequency of interaction D - daily W - weekly M - monthly
Senior managers	Giving receiving information, explaining things, advising	M
Engineering Staff/KVS	Giving receiving information, explaining things, advising on contract & operational issues and solutions including budgeting	D
E-Team	Advising, giving/receiving information, explaining things, liaising	M
Community/Rate Payers	Negotiating access to property, advising, explaining	W

Examples of the situations which require the use of the highest level of communication or influencing skills:

- Access negotiations with landowners
- Presenting to community groups
- Briefing senior managers (possibly having to brief Council in formal meetings)
- Negotiating with contractors especially in claim disputes

Examples where the role co-ordinates or provides coaching or monitors the work of other people not reporting directly to the role (e.g. contractors)? Two examples, how often?

- External contractors – 2 to 3 times per week during some contracts
- KVS - daily for various Consent, renewal, operational and emergency works



Person specification

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current jobholder has.) This may be a combination of qualifications/experience, knowledge or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Essential	Preferred
Education and qualifications <ul style="list-style-type: none">• Engineering Diploma or Degree or equivalent experience	<ul style="list-style-type: none">• NZCE or equivalent degree
Knowledge and experience <ul style="list-style-type: none">• 5 years post qualification experience• Comprehensive experience in at least one of the waters• Design and contract supervision experience• High level of interpersonal skills• High level of computer literacy	<ul style="list-style-type: none">• 10 years post qualification experience• 5 years experience in all three waters• Experience in the resource consent process• Working knowledge of legislation for water supply, wastewater treatment and storm water• 5 years design experience

Skills & Competencies

- Customer Focus - Working to achieve total customer satisfaction (includes internal and/or external customers).
- Negotiation - Preparing for, engaging in and managing a formal negotiation and communication process with the aim of gaining an outcome that satisfies both parties.
- Communication - Clearly conveys information and ideas through a variety of appropriate media to individuals or groups in a manner that helps them understand and retain the message. Communicates in a compelling and articulate manner that instils commitment.



- Analytical Thinking - Can gather detailed information and investigate issues in detail to identify trends, patterns and core issues.
- Decisionmaking / Problem Solving - Is able to analyse and solve complex problems, form judgements and make decisions within known parameters. Can resolve conflict or differences of opinion.

Change to position description

From time to time it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Position holder

Date

