

JOB DESCRIPTION

Job Title: Operations Manager
Work Unit: River Management Group
Responsible to: Group Manager River Management
Responsible for: The delivery of River Management operational activities across the Horizons region

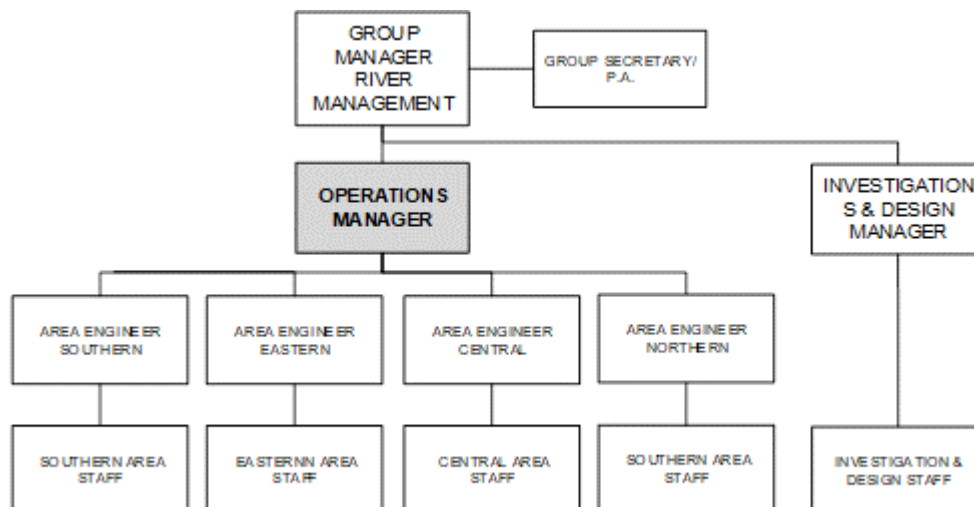
Position purpose:

- Contribute to strategic challenges related to Horizons river and catchment management
- Manage and co-ordinate in conjunction with Area Engineers the delivery of River Management operational activities.
- Champion excellence with key areas such as risk management, contract management and financial management
- Be a key Horizons face, developing and maintaining robust and effective relationships with customers and key stakeholders.
- Ensure that river management schemes function in an effective and sustainable manner and are operationally resilient.
- Assist the Group Manager in leading and managing the operational component of the River Management activity area.

Salary: \$106,449 (85%) – \$125,234 (100%) Indicative

Date: May 2019

ORGANISATIONAL CONTEXT





FUNCTIONAL RELATIONSHIPS

EXTERNAL	INTERNAL
<ul style="list-style-type: none">▪ Scheme liaison groups▪ Scheme ratepayers▪ Iwi▪ Territorial Local Authorities▪ Government Departments▪ Interest Groups▪ Contractors▪ Business and agricultural sectors▪ Consultants	<ul style="list-style-type: none">▪ Area Engineers▪ River Management Group staff▪ Senior Leadership Team▪ Management Team▪ Other Horizons Regional Council staff as required

The position has a high level of interaction with the public and stakeholders and consequently requires excellent interpersonal skills, effectively communicating what can be technically complex subject matter in a wide range of contexts. It requires excellent negotiation and conflict resolution skills; building and maintaining robust and effective relationships that persevere with the difficult conversations.

KEY RESULT AREAS

JOBHOLDER IS ACCOUNTABLE FOR	JOBHOLDER IS SUCCESSFUL WHEN
1. Staff Management / Leadership	



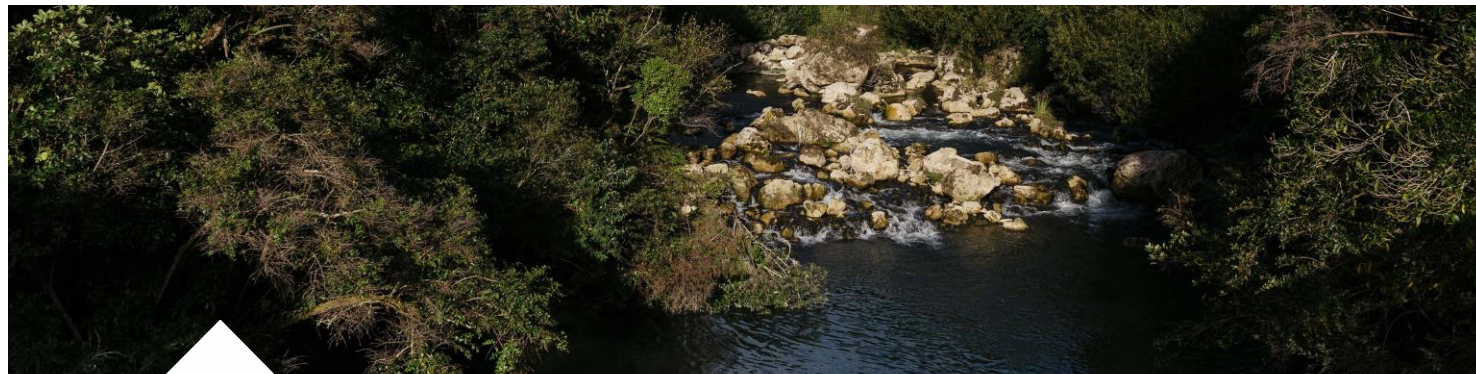
<ul style="list-style-type: none"> ▪ Providing leadership to both reporting staff and on occasion other staff within the Group. ▪ Participating fully in the performance management process working with staff to develop, monitor and review work performance. ▪ Develop and build staff capability within the team. ▪ Promote a culture that reflects the organisation's values, customer focus and excellence objectives. ▪ Work with Area Engineers to manage work programmes and priorities for staff in accordance with organisational and Group goals. ▪ Manage significant personnel and performance issues as required. ▪ Co-ordinate/ manage the recruitment of new staff. 	<ul style="list-style-type: none"> ▪ Staff are motivated and engaged. ▪ Performance development and reviews indicate that staff have the requisite expertise and are carrying out their tasks to the required standard. ▪ Staff training and development programmes are agreed to and completed in a timely manner. ▪ Staff exhibit behaviours that reflect the organisation's values and customer focus. ▪ Staff have a clear understanding of their work objectives. ▪ Personal and performance issues are managed in a timely and appropriate manner.
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2. Infrastructural Asset Management

<ul style="list-style-type: none"> ▪ Systematically monitor and improve systems, processes, methods, efficiency and quality of services provided ▪ Responsible for driving system/process improvements to lift the level of operational reliability and resilience. ▪ Champion best practise in asset management. ▪ Maintain oversight of inspection/ monitoring activities. ▪ Assist with the development of long-term plans and funding strategies. 	<ul style="list-style-type: none"> ▪ Service and process improvements are identified and implemented ▪ A demonstrable change in the level of operational reliability over time. ▪ A systematic approach to Schemes operation and inspection and maintenance activity becomes embedded within the Group. ▪ A complete, accurate and continually updated picture exists of River Management assets.
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3. River and Drainage Operations

<ul style="list-style-type: none"> ▪ Manage the operational activity ensuring it is carried out in a planned, systematic and efficient manner; ▪ Maintain an overview of scheme budgets, work programmes, expenditure and commitments. ▪ Assist Manager Investigations and Design with the delivery of scheme audits and reviews and the programme of Operations and Maintenance Manual development. ▪ Championing best practise around procurement and contract management. ▪ Ensuring that a high standard of environmental compliance is applied across all operational activity areas. 	<ul style="list-style-type: none"> ▪ Operational activity demonstrates a high standard of organisation and execution, with a methodical and systematic approach to management/ reduction of key operating risks. ▪ Governance, executive and key stakeholders perceive a high standard of financial management applied to operational activity. ▪ Scheme Ratepayers are generally satisfied with scheme performance; scheme activity regularly, concisely and effectively communicated to ratepayers. ▪ Inputs to all plans, reports and reviews are concise, robust, accurate and timely.
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<ul style="list-style-type: none"> Assist with the management of Environmental Grants. Project management/delivery as assigned. Compilation and administration of a risk register relating to River Management operational activity. 	<ul style="list-style-type: none"> All activities are lawful, particularly in respect of environmental and health and safety compliance, and staff demonstrate a high level of competence. Organisational risk exposure, particularly exposure to financial risks, is appropriately managed, with risk identified in advance and considered treatment strategies effectively implemented.
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4. Communication and Advocacy

<ul style="list-style-type: none"> Advocate and contribute to maintaining effective communication in relation to the Group's activities with Territorial Local Authorities, Government Departments, ratepayers, Iwi, interest groups and with the public in general. Maintain an overview of Scheme Liaison Groups, ratepayers and special project or interest groups with respect to river and drainage activities. Contributing to building and maintaining robust relationships with Iwi. Respond to written and verbal requests for information and advice. Fulfil the role of approved media spokesperson as delegated. Effectively manage communications in line with the diverse views of stakeholders in relation to significant complex issues such as scheme rating. 	<ul style="list-style-type: none"> Customers understand River Management activity, levels of service, and the limitations that apply with managing the natural environment. Accurate and timely responses to media requests for information are provided. A professional attitude is projected at all times when dealing with councillors, council staff, external organisations and ratepayers. Significant and complex issues are communicated to stakeholders in an appropriate and effective manner, giving consideration to the diverse views such parties may hold. Iwi have trust/ confidence around the efficacy of River Management activity – the necessity of the activity and the importance Horizons places on a meaningful and resilient relationship with Iwi. Advice and communication is clear and concise provided in a timely and courteous manner
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5. Health and Safety Management

<ul style="list-style-type: none"> Assume the responsibilities assigned to a "Manager/Team Leader" as defined in the Horizons Regional Council Health and Safety Policy and Management Manual. Ensure compliance with Standard operating procedures (SOPs) and safe work methods/practices relating to my functional work area at all times. Promote and support the safe and early return to work of injured employees. Ensure hazard management plan review is undertaken annually for your team. Ensure all hazards are identified and steps are taken to mitigate them. 	<ul style="list-style-type: none"> All staff are trained in appropriate safe practices, procedures and emergency preparedness. All accidents involving staff or contractors are reported and investigated in a timely manner. Hazard identification, hazard assessment and risk management is coordinated and achieved effectively within your team and area. Hazard management processes are reviewed annually and implemented and monitored for your team.
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<ul style="list-style-type: none"> ▪ Ensure those staff issued with Personal Protective Equipment (PPE) receive correct and adequate training and are competent in the use of the PPE. 	<ul style="list-style-type: none"> ▪ All staff and contractors are aware of all hazards relating to their relevant work practices and areas. ▪ All staff are provided with, and trained in, the use of appropriate PPE. ▪ Potentially high-risk hazards associated with emergency events are appropriately managed remote from Incident Controller. ▪ A high level of health and safety awareness is evident in all activities.
6. Corporate Contribution	
<ul style="list-style-type: none"> ▪ Maintain own professional development. ▪ Undertake performance development tasks/responsibilities. ▪ Undertake health and safety tasks/responsibilities. ▪ Participate in emergency management activities as required. ▪ Participate and contribute to corporate projects and inter-departmental initiatives as agreed. ▪ Maintain Council plant and equipment. ▪ Fulfil administration-reporting requirements (eg. timesheets, vouchers, reporting). ▪ Ensure the Business Continuity Plan (BCP) for the team / work group is maintained, and regularly reviewed and updated to ensure its currency. 	<ul style="list-style-type: none"> ▪ Appropriate training and development undertaken as agreed. ▪ Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes. ▪ Contribution to projects and corporate initiatives is effective and valued. ▪ Administration requirements are completed timely and accurately. ▪ BCPs become a key part of operational planning

PERSON SPECIFICATION

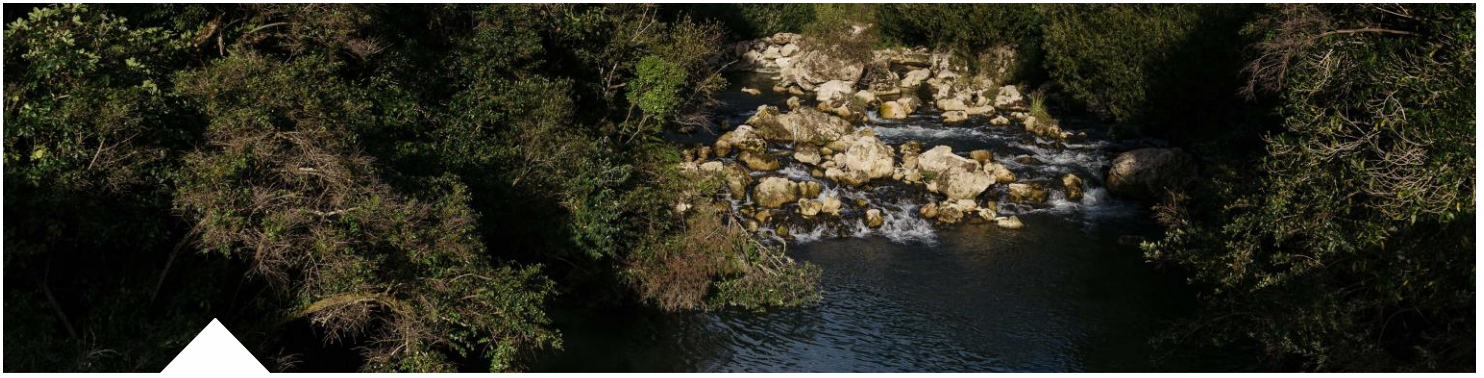
Qualifications

Essential

- Tertiary qualification in Civil Engineering at a minimum level of NZCE or equivalent
- A current "Class 1 - with no restrictions" motor vehicle licence.

Knowledge/Experience

- Ideally extensive experience in river and drainage engineering.
- Experience in contract management.
- Experience in staff management, including how to effectively build capability and engage staff to deliver the best results for Horizons.
- Good levels of time and project management, financial management, and IT skills are desirable.
- Good knowledge of the Resource Management Act 1991.
- Good knowledge of the Health and Safety in Employment Act 1992.



- Knowledge of the statutes applicable to local government.

KEY JOB COMPETENCIES

Expert Knowledge

- Staff management
- Leadership
- Contract management
- Time/project management
- Financial management
- System/process design

Advanced Knowledge

- Safe work practices
- River and Drainage or Civil engineering
- Staff recruitment, training and development processes

Working Knowledge

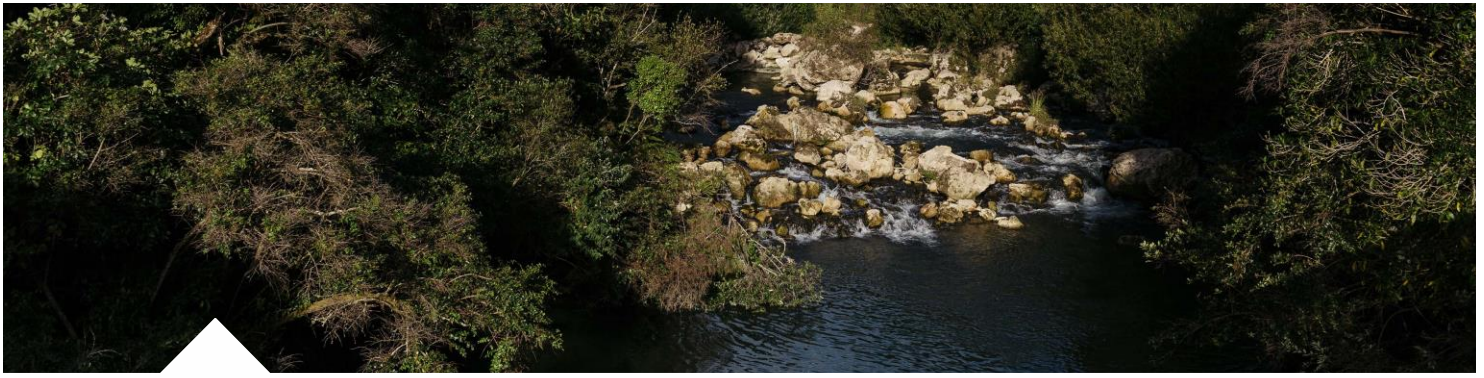
- Competent in Microsoft Office packages
- Resource management

Awareness

- Understanding and sensitivity to differing cultural perspectives other than one's own.

KEY COMPETENCIES FOR PERFORMANCE DEVELOPMENT

▪ <i>Customer Focus:</i>	Commitment to meeting the needs of anyone they work for and with including colleagues.
▪ <i>Job Knowledge:</i>	Have the knowledge and skills to perform the requirements of the position.
▪ <i>Communication:</i>	Use written and verbal language and style appropriate to the audience and context.
▪ <i>Teamwork:</i>	Work constructively with people as a team member to achieve a common goal.
▪ <i>Dependability and Commitment:</i>	Reliable and dedicated to achieving results.
▪ <i>Continuous Improvement:</i>	Adjusts to change and different perspectives, thinks proactively, pursues opportunities and take appropriate action.



▪ Organising for Results:	Ensures work is completed effectively and within agreed deadlines.
▪ Leadership:	Creates a clear direction, inspires a shared commitment and leads by example
▪ Developing and Managing Performance	Builds an environment that is focused on enhancing the skills and performance of individuals and teams

PERSONAL ATTRIBUTES

- A high level of interpersonal and communication skills is essential. In particular an affinity and ability to relate well to iwi and the rural community.
- An acceptance and ability to deliver the principles of good customer service is essential.
- A good level of physical fitness

OTHER REQUIREMENTS

Be prepared to:

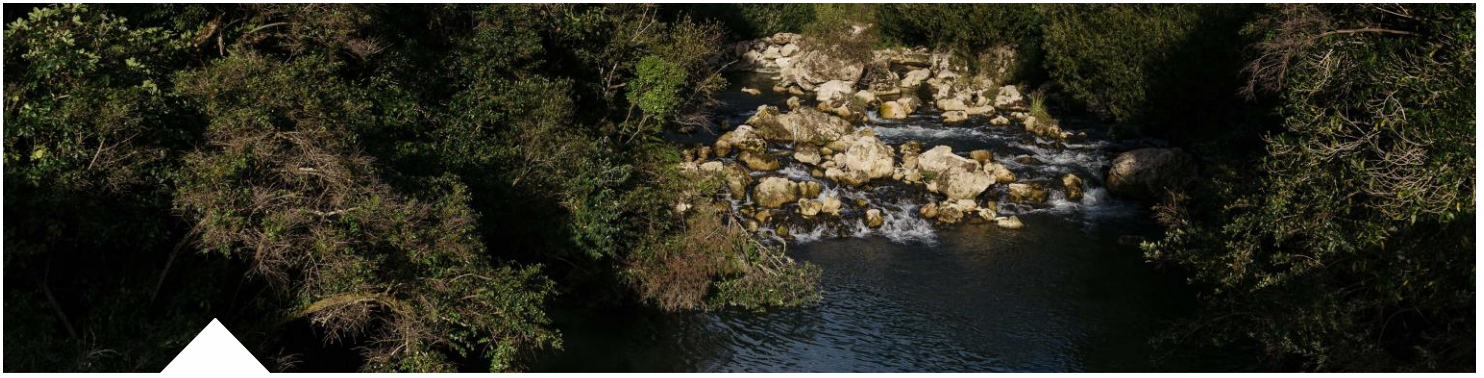
- Occasionally work outside of normal business hours.
- Occasional overnight stays away from home.
- Undertake activities, as directed, as part of Horizons Regional Council's response to flood events, environmental incidents and emergency response.
- Maintain a proactive approach to Health and Safety in relationship to your responsibilities and ensure legislative responsibilities and codes of practice are complied with.

DECLARATION

This position description is prepared on the basis of existing and foreseen duties and responsibilities. As such it will not prejudice further specification and/or rearrangement at a later date. Also it will not prejudice a particular incumbent's ability to achieve personal development through a change (or partial change) in duties and/or position.

Horizons Regional Council Core Values

Values are the essence of this organisation's philosophy for achieving success. They are the bedrock of our culture and our view of how Horizons Regional Council staff should behave. They also provide us with a common direction and guidelines for day-to-day behaviour.



Professionalism

Professionalism at Horizons Regional Council is delivering what is promised in a skilled, timely and appropriate manner.

Teamwork

Teamwork at Horizons Regional Council is successfully achieving shared goals through dialogue, cooperation and respect for others.

Integrity

Integrity at Horizons Regional Council is being honest with others; respectful of their race, gender, age beliefs or values.

Self-Responsibility

Self-responsibility at Horizons is highly valued. All individuals are responsible for actively managing their own behaviour, learning, developing, and performing, including accepting responsibility for actions.

Approved: _____ (Manager) Date: ____/____/____

Read and Understood: _____ (Incumbent) Date: ____/____/____