

Palmerston North City Council Job Profile



Position Title	Activity Manager - Water
Reporting to	Activity and Investigations Team Leader
Unit	Infrastructure
Date last updated	May 2019

Values and Principles

Our principles of being inclusive, ambitious, enabling, open, bold and guardians support goals that enable a new vision for Palmerston North: *small city benefits, big city ambition*. Our current values are evolving under a transformation programme to reflect this aspiration for the city to reach its potential and capitalise on its strengths. We believe it is essential to be a leader, treat each other with respect and dignity, take responsibility for our own actions, and have a positive, friendly and professional approach.

Context

The Infrastructure Unit of Council is responsible for the stewardship of Council's infrastructural assets (roading, parking, water, waste services, parks, community facilities and property) as well as the delivery of all the services. The Unit's focus is on long-term services planning enabled by effective asset management planning, long-term and annual programming of maintenance, renewal and capital development works, operation of the infrastructure services and in-house support for design and delivery of the capital programme.

The Council utilises its investment in infrastructural assets to deliver best value services to its community through advanced asset management practices and through multi-disciplinary contributions from other Units within the Council Organisation.

The Transport & Infrastructure Division

The Transport and Infrastructure Division is responsible for the overall management of the transport and three waters activities including pedestrian, cycling, public and vehicle transport as well as stormwater, wastewater and water supply.

In addition to operational management, the division is responsible for delivery of the capital programme in these activities including both renewals and new asset provision. Management of the three waters services is shared with the Water Operations Division.

The activities of the division are organised into five teams with dedicated team leaders as follows:

- **External Liaison and Development Team** - Responsible for all infrastructure Unit interactions with external clients in relation to new building, land and sub-division consents as well as processing requests for new or altered water services connections and vehicle crossings. In addition, this team manages the activities of contractors in the road corridor through an on-line permit system and manages the issue of and compliance for consents issued for trade waste, stormwater discharge and water take from Council managed networks.

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- **Design Team** - Responsible for providing internal services to complete a range of investigation, design and review functions for other parts of the Infrastructure Unit. Key deliverables include design review of building consents, as well as survey, investigation, design and draughting for roading, three waters and parks as well as property related projects.
- **Delivery Team** - Responsible for project delivery within the Transport and Infrastructure Division, by undertaking project and contract management of the full range of transport and three waters projects.
- **Activity and Investigation Team** - Responsible for the management of the activities of the division in their role as project sponsors and budget holders. The team is also responsible for undertaking detailed planning and investigation of programmes and projects as part of scoping for delivery. Other duties include operations management in the transport area and policy and bylaw development and implementation.
- **Civil Construction Team** - Comprises the in-house Council team responsible for construction of a wide range of civil works. Main focus is renewal and upgrade of city wide three waters pipe networks and pump stations as well as city wide footpath and concrete works at the city cemetery.

Main Purpose

The Activity Manager - Water will report directly to the Activity and Investigation Team Leader. The position holder is expected to take the role of sponsor and asset owner for asset and activity planning and strategy, programme development and management and activity operation for the water supply activity. There is an expectation that the position holder will provide technical oversight and review of programme and project deliverables as well as participating in engagement with key external stakeholders. The position is based at the Civic Administration Building.

Key Areas of Responsibility

The following are the key areas of responsibility and key outcomes for the role.

Activity Planning and Strategy

- Work with the Asset and Planning Division (APD), other programme managers and units in Council, to develop and update high level strategies and plans to guide the activity
- Identify, scope and plan major programmes of work to align with Council goals and other activity programmes
- Work with APD in the role of asset owner to improve asset data quality and completeness and develop intelligence to inform programme development and prioritisation
- Participate as activity and asset sponsor in cross-unit planning, strategy and operational initiatives to deliver on Council's transformation goals

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Programme Management

- Schedule, forecast, plan and report on programme physical progress and expenditure for annual and 10-year plan programmes in the activity in line with Council and Unit requirements and KPIs
- Commission, monitor and approve detailed programme development by internal staff or external contractors to ensure implementation in line with the annual or 10-year plan
- Scope, assign and monitor management of programme and project delivery by the Project Management Office or internal delivery team to meet delivery KPIs i.e. schedule, quality and budget
- Manage schedules and programmes of work within available capital and operational budgets ensuring procurement and expenditure comply with Council's financial policies and procedures
- Support the Programmes Team Leader with preparing reports, submissions and minutes for Council, Committees and Steering Groups to the required standard in a timely and accurate manner

Activity Management

- Manage the operational activities within the available budget, in compliance with all regulatory and legal requirements and to meet Council agreed Levels of Service and internal performance KPIs
- Create, review and update necessary policies, bylaws, guidelines and standards required to ensure quality service delivery as well as new asset creation and renewal
- Resolve service requests in a timely, efficient and responsible manner for both internal and external clients in line the levels of service expected from the community

Technical Oversight

- Utilise specialist technical expertise to inform and manage strategy and plan development
- Review key technical deliverables to ensure they align with programme outcome objectives, are technically feasible, meet current best practice and align with Council's risk management policy
- Maintain technical competence through active professional development and building active peer networks
- Establish and/or participate in formal and informal interactions with key external and internal stakeholders to secure funding, promote collaboration, shared understanding and leverage best practice.

***Please note:** Key areas of responsibility are likely to develop and change over the course of an employee's tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. The annual Performance, Planning and Evaluation (PPE) will supersede this job description. In addition, employees may be asked to do tasks outside of this description as and when required.*

Risk Management accountabilities for all employees

- **Council Policies and Procedures:** Ensure self and team comply with applicable council policies and procedures.
- **Environmental:** Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws and council policies. Promote the proactive management of environmental issues associated with conducting business.

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- **Health & Safety:** Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly)
- **Employment Legislation:** Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

Key Relationships

Internal:

- Infrastructure Leadership Team
- Activity and Investigation Team Leader
- Assets and Planning Division
- Other Activity Managers and team members
- Project Management Office
- Project Delivery Team
- Design Team
- Health and Safety Team
- Procurement and Risk Specialists
- Council's Risk Manager
- Management Accountants
- Finance Team
- Other Council Units

External:

- PNCC Legal Advisors and Solicitors
- Public and customers of services provided
- External Consultants, Contractors and Service Providers
- Government Departments and State Owned Enterprises
- New Zealand Police
- Schools and Educational Institutes
- Rangitāne o Manawatū Representatives and other iwi as appropriate
- Project stakeholders and affected parties

Typical knowledge, skills and attributes:

Knowledge (*qualifications and experience*)

- A tertiary qualification in civil, process or environmental engineering or a similar discipline
- A current full NZ Drivers Licence
- Practical experience of activity and programme management and infrastructure planning
- Knowledge of public infrastructure

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- Working knowledge of the Local Government Act and associated legislation relating to public works
- Computer literate with technical documentation experience
- Experience in bringing together and working multi-disciplinary teams to create collaborative solutions and shared understanding of issues at the strategic level
- Demonstrated high level of written and oral communication skills

Skills and Attributes

- Ability to analyse complex issues and come to sound decisions
- Highly developed critical thinking and strategic problem-solving skills
- Well-developed financial and political management skills
- High degree of initiative with the ability to work autonomously with minimal supervision
- Ability to communicate with a wide range of people from varying backgrounds in an effective, sensitive and professional manner (written, over the phone, and face to face)
- Ability to work to time frames and/or under pressure whilst maintaining professionalism (both in manner and delivery of work)
- Ability to be flexible in prioritising and organising work accordingly

Remuneration

- This role is graded at **(SP5)** on the Council’s remuneration system, i.e. between **\$86,585** (85%) and **\$101,865** (100%) depending on the Manager’s assessment of the skills/experience of the jobholder and any other relevant factors.
- In addition, a benefit entitlement of 7.5% of base salary is available.
- In addition, a market premium of \$5,000 is available

Other

The position may be called to work outside normal working hours in the event of a Civil Defence emergency or exercise. The job holder will be expected to participate fully in training provided for this and any other Unit activities.

Competencies

Core	
Service	<ul style="list-style-type: none"> • Recognises the diversity of customers, and adapts approach and style to meet their needs • Offers customers a range of solutions to problems • Demonstrates commitment to delivery of agreed solutions • Delivers and follows up on solutions • Seeks and gives feedback from customers • Looks for where improvements can be made to systems and processes
Communication	<ul style="list-style-type: none"> • Clearly communicates messages in a clear and concise manner • Uses the most effective method and style of communication for the target group and the situation • Uses active listening techniques including reflection and paraphrasing • Shares ideas appropriately • Recognises and minimises barriers to communication
Business ethics	<ul style="list-style-type: none"> • Demonstrates integrity, honesty, and commitment

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	<ul style="list-style-type: none"> • Acts ethically in all dealings • Is equitable and ethical in the treatment of others • Is prudent in financial dealings
Information Technology	<ul style="list-style-type: none"> • Has an appropriate level of skill in computer software relevant to the requirements of the role. Is confident to try new software • Looks for ways to improve efficiency through the use of technology - takes advantage of technology to achieve goals
Health & Safety	<ul style="list-style-type: none"> • Proactively seeks and provides input into health and safety improvements in their work environment • Promotes and participates in a healthy and safe work culture • Keeps up to date with health and safety legislation and regulations relevant to the work they carry out
Role specific	
Intellectual Capability	<ul style="list-style-type: none"> • Goes beyond the immediate problem presented and probes to make sure all aspects are addressed
Project Leadership	<ul style="list-style-type: none"> • Monitors progress and undertakes corrective actions as necessary
Professional Skills	<ul style="list-style-type: none"> • Practical experience in a field over a number of years and familiar with all facets of the profession required by PNCC
Coaching and Mentoring	<ul style="list-style-type: none"> • Takes opportunities for professional development
Organisation Excellence	<ul style="list-style-type: none"> • Recognises opportunities for innovative solutions for organisation improvement
Relationship Building	<ul style="list-style-type: none"> • Works to develop and maintain strong networks of key stakeholders
Political Acumen	<ul style="list-style-type: none"> • Understands the political systems and underlying drivers
Teamwork	<ul style="list-style-type: none"> • Is an active and contributing team player in the organisation