

POSITION TITLE:	Manager Operations		
GROUP:	Asset Management	SECTION:	Operations
REPORTS TO:	Group Manager- Asset Management		
RESPONSIBLE FOR:	Senior Engineering Officer x2, Senior Gravel Assurance Officer, Senior Open Spaces Officer, Senior Ranger		
FAMILY:	OM2	GRADE:	21
DATE REVIEWED:	May 2024		

HBRC STRATEGY

Our Vision:

We want a healthy environment and a resilient and prosperous community.

Our Purpose:

We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

Our Values:

- **Partnership and Collaboration:** We work with our community in everything we do.
- **Accountability:** We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers' funds and assets
- **Transparency:** We report on what we do and the value this delivers for our community
- **Excellence:** We set our sights and expectations high, and never stop striving to do better

Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kounga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

POSITION SUMMARY- Manager Operations

The core function of Manager Operations is to manage the day to day operations and maintenance of the scheme rivers, waterways, drainage assets and pump stations across Hawkes Bay region, , gravel management, public access to rivers, regional parks, pathways, and river mouth opening. This role will lead a team of operational staff who are responsible for preparing and managing maintenance contracts and other minor capital and special works and associated consents to ensure that all HBRC assets are operated to the appropriate level of service as stated and documented in the Asset Management Plans and maintaining relationships with ratepayers. The role will involve coordination of work outputs from a range of staff and disciplines and requires great inter-personal skills. The role will work along other managers in the group to input into capital, renewal and other projects within the Regional Council. There will be an emphasis on ensuring that the team has clear direction and is able to achieve milestones and deliver outputs that are fit for purpose. As a key member of the Asset Management

leadership team the Manager Operations offers support, coaching and professional development opportunities. Active contribution to a positive culture is essential. The Manager Operations will be responsible for initiating the initial response for rain and flood events including response outside of work hours.

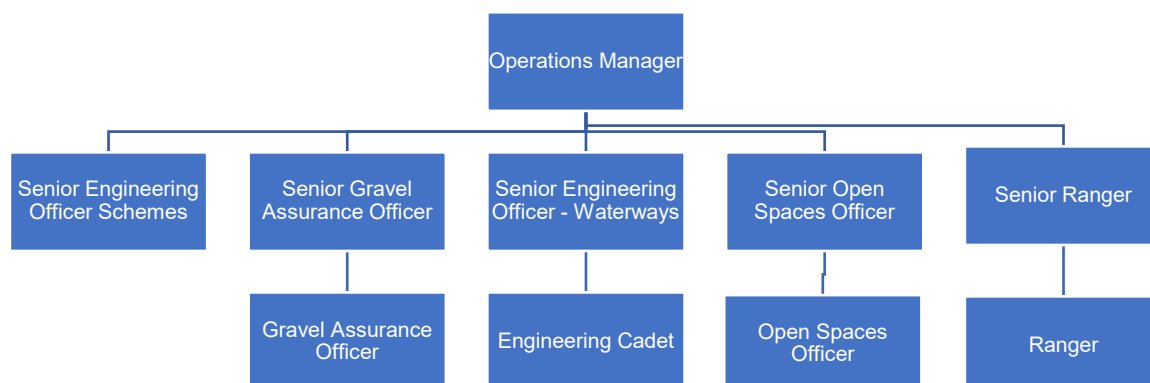
GROUP AND TEAM GOALS:

The Operations team provides the following role and functions as part of the Asset Management Group:

- Ongoing management of HBRC’s infrastructure assets in accordance with asset management plans.
- Management and maintenance of the flood control and drainage infrastructure, including stopbanks, river works, and drainage works. The work will involve developing concepts, assessing options, investigations, design, reporting, consulting with public and other interested parties, the supervision of drawing preparation, contract documentation and construction supervision.
- Management of scheme waterways to enhance the ecology and biodiversity values together with the cultural and recreational values.
- Monitoring and managing the region’s riverbed gravel resources, and providing advice regarding HBRC involvement in these.
- Management of HBRC’s land portfolio:
 - Manage Council’s open space assets and Regional Parks for public use & enjoyment.
 - Manage the leases and lease renewals.
 - Deal with land acquisition and HBRC land ownership issues.
 - Advocate for HBRC in subdivision and esplanade reserve/strips.
 - Maintain an understanding of issues that affect Māori, community liaison.
- Support the Regional Assets team with the provision of current and future asset management direction of flood control and drainage infrastructure assets including for example:
 - Review of levels of service.
 - Review of current asset management plans and the development of new plans as required.
 - Establishment of process and funding mechanism(s) to provide for future growth.
- Support the Regional Assets team with Waterway and flood modelling for specific projects as required for asset management, emergency management and other Council business.
- Responding to requests involving engineering input, particularly in the assessment of resource consents and public information and report as required.
- Management of projects associated with the development of strategic plans for mitigating risks associated with natural hazards – e.g., flood, coastal erosion.

Undertaking various other project works as required by Council.

ORGANISATIONAL CONTEXT



JOB SPECIFIC ACCOUNTABILITES

- Take responsibility for providing direction and overall leadership to the operational team of the asset management group.
- Manage, lead, and guide the operational team, ensuring team objectives are met, clear direction is given, and adequate resourcing is provided.
- Actively engage with and lead Council's performance management system for the team ensuring key check-ins are met, learning and development needs are discussed, and appropriate development planning is undertaken.
- Maintain staffing resource to ensure that the team is adequately resourced. Undertake recruitment, selection, onboarding, and training of new employees as and when required.
- Ensure that there is robust planning in place for future OPEX work, annually and in advance.
- Provide professional input into the planning of renewal and capital work.
- Collaborate with the regional assets team to align the direction of operational works with the wider team and Council requirements.
- Develop and implement, in collaboration with the Team Leader Asset Planning, the programme and process for recording condition of HBRC assets.
- Undertake reporting on performance issues with a broader group
- Establish future planning tools in collaboration with the Regional Asset team.
- Support and provide operational input into the enterprise asset management project, including mobile computing.
- Take overall responsibility for OPEX budget and regular corporate reporting in the operational space.
- Take overall responsibility for the annual contract of work and renewing the agreement annually.
- Ensure effective liaison with scheme ratepayers, including attendance at regular meetings.
- Ensure effective liaison with other TLA's, including attending and leading meetings.
- Respond to and ensure weather events are effectively managed, including after-hours response as required.
- Actively and professionally work in partnership with tāngata whenua
- Manage contracts in accordance with HBRC Procurement Hub processes.
- Develop and maintain excellent relationships with both staff and external stakeholders
- Attend relevant HBRC meetings, and where appropriate prepare and present papers/reports.
- Work collaboratively with the wider team. Ensure expectations, roles and responsibilities are clearly articulated and where appropriate mentor others within the team.
- Demonstrate skill in managing relationships with stakeholders throughout difficult, complex, and contentious issues that require formal resolution.
- Demonstrate the ability to effectively persuade and negotiate using tact and diplomacy to support the achievement of organisational goals.
- Actively engage with stakeholders and members of the community in plan development and facilitate meetings to build strong collaborative relationships.

FUNCTIONAL RELATIONSHIPS

Internal

- Group Managers
- Executive Team
- Team members

External

- Ratepayers and landowners
- Consultants and contractors
- Government agencies and departments
- Technical and legal professionals
- Territorial local authorities
- Iwi and other community groups
- Other members of our community

COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under our purpose statement, "working with our community" is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is projected at all times in dealing with external contacts.
- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved
- Customers are satisfied with responses to written or verbal requests for information.

CONTINUOUS IMPROVEMENT

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your Manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your Manager.
- Showing a strong team commitment, as indicated by peer feedback and your Manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging other ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your Manager.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

HEALTH AND SAFETY

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.

EMERGENCY MANAGEMENT

When a Civil Defence event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities after providing required support for your family and dependants. All HBRC staff are expected to

undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area. This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.
- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuity Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

PERSON SPECIFICATION

Minimum Qualifications and Experience required

- Relevant Bachelor's degree equivalent tertiary qualification in engineering or a related field
- Management of 3910 contract experience
- 10 + years' experience in engineering, planning aspects of local government, utility, or engineering consultancy organisation
- Proven project management experience
- Previous experience in a Leadership/management role is preferable
- Valid driver's licence required

Knowledge

The following indicates what would typically be expected for this role at a competent level:

- Sound understanding of the following legislation: Resource Management Act, Soil Conservation and Rivers Control Act, Local Government Act, Reserves Act, Public Works Act.
- Proficiency in MS Word, Excel, Visio, Project, PowerPoint and other database and information management systems
- Analytical skills.
- Knowledge of financial reporting systems and requirements.
- Communicating effectively to convey and interpret data/information.
- Collaborative work practices to build strong working relationships.
- Problem solving working knowledge

Personal Attributes

- Sound judgement and initiative
- Ability to create harmony in a team.
- Ability to anticipate change, remain flexible and be innovative.
- Excellent interpersonal skills with the ability to initiate and engage effectively at all levels, internally and externally.
- Ability to effectively gather multiple sources of information and apply technical and analytical skills to make effective decisions.
- Ability to effectively plan, organise and co-ordinate work to ensure that goals are achieved with the highest quality of work possible within agreed timeframes.
- Ability to clarify objectives, identify key issues, consider all perspectives and evaluate.
- Ability to cope with a variety of work and on occasion difficult situations.
- A high level of courtesy and listening skills.

Awareness

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

CHANGES TO JOB DESCRIPTION

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.

Employee Signature

Date

Printed Name