

Vacancy Information

Water Services Officer

This job helps our community look after and enjoy one of our planets most precious resources: Water!

The Water Services Officer at the Clutha District Council will provide public education and support to contractors on water use and conservation. It includes working with our customers to provide technical advice about compliance with liquid trade waste regulations.

For your application to be successful, you'll need to convince us that you are 100% committed to providing high quality customer services, are computer literate and have suitable knowledge and experience in civil engineering or infrastructure management such as water services and liquid trade waste. A tertiary engineering qualification would be an advantage. Driver's licence is essential.

For confidential enquiries Please contact Gareth Phillips, Operations Manager Gareth.phillips@cluthadc.govt.nz

Vacancy closes 8.30am, Monday 26 August 2019

Included in this information pack Job Description
Clutha District Council Application for Employment Form

Salary Pay ranges from \$55,250 to \$65,000 gross per annum, dependent on relevant qualifications, experience and skills.

To apply **Please complete our application for employment form and return to us, preferably by email, accompanied by your CV and covering letter. An incomplete application is not likely to lead to success.**

Send applications to Email vacancy@cluthadc.govt.nz
Emailed applications must be in either Microsoft Word format or PDF.

Or post to
Water Services Officer vacancy
Clutha District Council
P O Box 25, **Balclutha 9240**

Website You may wish to visit our website www.cluthadc.govt.nz/vacancies for information about the Clutha District and this council.

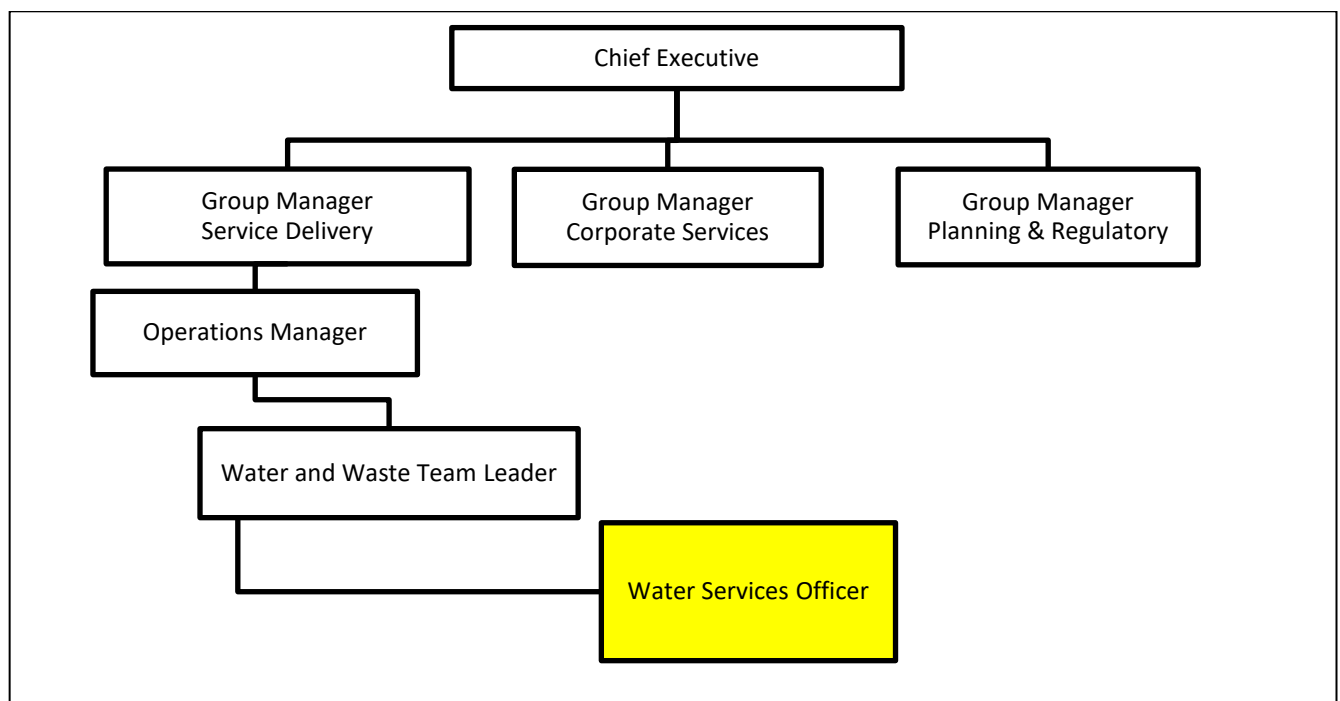
Vacancy Process

- All applicants must be legally entitled to work in New Zealand.
- All applications will be acknowledged to the email address provided in your application (preferred method) or posted if email not included.
- Your application will be treated confidentially. Only staff that are involved in the recruitment process will view the information you provide in your application.
- After the closing date, relevant staff will shortlist the applicants for the interview process.
- Those applicants selected for interview will be contacted by us to arrange a date/time.
- If you are selected for an interview, be prepared to sign a police vetting form authorising the Clutha District Council to seek a police report on you.
- We will notify unsuccessful applicants at an appropriate stage of the recruitment process. We are not obliged to provide a reason why you were not successful with your application.

Job Description

Job Title	Water Services Officer
Date	July 2019
Mfiles id	232261
Group/Department	Service Delivery
Team	Operations
Location	Based at the offices of the Clutha District Council, Balclutha with work at other Council premises and activities within and around the Clutha District
Employment Period	Permanent
Hours of Work	Full Time (minimum of 37.5 hours/week)
Responsible to	Water and Waste Team Leader
Responsible for	No staff report to this position
Job Summary and Purpose	To provide contract support and public education on water use and conservation. Provision of liquid trade waste technical advice to customers to ensure compliance.

Organisational Context



Key Result Areas

- Water conservation
- Liquid trade waste compliance
- Stormwater protection
- Contract support

Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA <i>Water conservation</i>	Measures
<ul style="list-style-type: none"> • Public education regarding methods of saving water 	<ul style="list-style-type: none"> • Monitor individual water consumption records and follow-up with excessive users • Provide advice via media on water savings • Provide public advice on water quality issues • Audit water restriction devices to ensure they are installed and functioning correctly • Presentations at educational facilities to introduce water saving methods
KEY RESULT AREA <i>Liquid trade waste compliance</i>	Measures
<ul style="list-style-type: none"> • Work with trade waste customers to ensure compliance with the trade waste bylaw 	<ul style="list-style-type: none"> • Receive and process liquid trade waste applications • All premises identified as liquid trade waste dischargers are registered with Council • Non-complying dischargers receive technical assistance to attain compliance • Work with trade waste customers to ensure they target 'cleaner production'
KEY RESULT AREA <i>Drainage system protection</i>	Measures
<ul style="list-style-type: none"> • Review environmental protection at trade waste premises • Assist with infiltration inspections and provide customer advice 	<ul style="list-style-type: none"> • Trade waste premises are assessed for ability to discharge contaminants into the stormwater system or environment • Ensure sediment and petrol/oil interceptors are installed and adequately maintained • Inflow and Infiltration from customer cross-connections is reduced for Council sewerage systems
KEY RESULT AREA <i>Contract support</i>	Measures
<ul style="list-style-type: none"> • Provide support for three waters and solid waste contracts 	<ul style="list-style-type: none"> • Support team members through liaison with contractors for queries and monthly billing • Provide assistance to contractors to ensure water and waste services are effectively delivered

Note that 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 development process.

Work Complexity

Most challenging duties typically undertaken or most complex problems solved:
<ul style="list-style-type: none"> • Working with the commercial/industrial sector to assist with bylaw compliance. • Explaining technical information to non-technical people. • Calmly dealing with dissatisfied and/or irate customers on the phone or in person. • Gathering information and preparation of clear and concise reports for target audiences.

Financial Responsibilities

The job holder does not control a budget.

Maximum delegated expenditure that may be spent without reference to manager	\$2,000
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Delegated authorities are in accordance with Appendix C of the Clutha District Council Delegations Manual, which may be amended from time to time by the Clutha District Council.

Person Specification

Technical/Professional Qualifications/Experience

Essential	Desirable
<ul style="list-style-type: none"> Suitable knowledge and experience in civil engineering or infrastructure management and maintenance in relevant areas e.g. water services, liquid trade waste etc 	<ul style="list-style-type: none"> NZ Diploma in Engineering (Civil), NZCE (Civil) or equivalent Science or Chemistry qualifications; or Tertiary qualification in education, marketing or similar Experience in the water industry e.g. plumbing
<ul style="list-style-type: none"> Genuinely committed to providing high quality customer services 	<ul style="list-style-type: none"> Previous experience interacting with community groups Presentation skills
<ul style="list-style-type: none"> Proficient written skills and attention to detail 	
<ul style="list-style-type: none"> Project management experience 	<ul style="list-style-type: none"> Project management qualifications Contract management experience
<ul style="list-style-type: none"> Computer literate, particularly with the Microsoft suite, competent keyboard skills and the ability to learn and use Council's various electronic systems 	
<ul style="list-style-type: none"> Current, full motorcar/light motor vehicles drivers licence 	

Knowledge/Skills and Attributes

Essential	Desirable
<ul style="list-style-type: none"> Self-motivated with high organisational skills and ability to prioritise workloads to meet targets and work to deadlines 	
<ul style="list-style-type: none"> Liaise effectively and efficiently with others in a friendly manner and have the ability to deal courteously with everyone 	<ul style="list-style-type: none"> Ability to gain customer compliance or enforce Council policy to gain compliance
<ul style="list-style-type: none"> Ability to explain technical information 	<ul style="list-style-type: none"> Ability to interpret and explain Council bylaws and related policies
<ul style="list-style-type: none"> Knowledge of water related distribution systems 	<ul style="list-style-type: none"> Knowledge of water supply systems and/or; Knowledge of wastewater systems and/or; Knowledge of stormwater systems Knowledge of metering Knowledge of backflow prevention
<ul style="list-style-type: none"> Ability to build positive working relationships with colleagues and the community 	
<ul style="list-style-type: none"> Ability to maintain confidentiality 	
<ul style="list-style-type: none"> Enthusiastic and energetic 	
<ul style="list-style-type: none"> Well-groomed and presents a professional image 	

Key Relationships

External	Purpose of contact with this person/s
<ul style="list-style-type: none"> Government and non-government agencies 	<ul style="list-style-type: none"> Liaison with consultants etc.
<ul style="list-style-type: none"> Other territorial authorities and regional councils 	<ul style="list-style-type: none"> Liaison regarding operational matters such as regional council resource consents
<ul style="list-style-type: none"> Public/stakeholders/customers 	<ul style="list-style-type: none"> A wide variety range of operational and customer service interactions
<ul style="list-style-type: none"> Service Providers 	<ul style="list-style-type: none"> Receive feedback on water and waste concerns Liaison with tankered waste industry
<ul style="list-style-type: none"> Community groups and organisations 	<ul style="list-style-type: none"> A wide variety range of social interactions
Internal	Purpose of contact with this person/s
<ul style="list-style-type: none"> Operations Section 	<ul style="list-style-type: none"> Ongoing and integrated support for the team Liaison with three waters team to assist projects and monitor contractor performance Liaise with colleagues to ensure trade waste customers are registered within Council to assist with bylaw compliance
<ul style="list-style-type: none"> Infrastructure Strategy Team 	<ul style="list-style-type: none"> Data coordination and support Advise of projects to be included in the long term and annual plans
<ul style="list-style-type: none"> Capital Delivery Team 	<ul style="list-style-type: none"> Liaison to gain information on planned transportation and water related projects (that may need to be explained to educational or community groups)
<ul style="list-style-type: none"> Communications team 	<ul style="list-style-type: none"> Liaise with colleagues to ensure timely issue of water conservation advice and other related educational material
<ul style="list-style-type: none"> Regulatory team 	<ul style="list-style-type: none"> Liaise with the Regulatory team to ensure that pre-treatment solutions comply with the Building Code Liaise with the Regulatory team to determine if a protective backflow device is required at the trade waste premises
<ul style="list-style-type: none"> Service Delivery Group 	<ul style="list-style-type: none"> General liaison
<ul style="list-style-type: none"> Executive Management Team 	<ul style="list-style-type: none"> Respond to requests as required
<ul style="list-style-type: none"> All staff 	<ul style="list-style-type: none"> Courteous response to enquiries

Our Place Our Values

- It's a place where they know their jobs, they help me understand, they help me through the steps, and they help me achieve what I want.
- It's a place where they say "how can I help?" Where if they do say no, I feel they have listened to me and their reasons make sense.
- It's a place where I know when I make a service request, something is done and when they say they will do something, they do it.
- It's a place where it is easy to do my business, they action matters quickly, I can get hold of them, I trust them and respect them.
- It's a place where improvements are constantly made, mistakes trigger learnings, and innovation occurs, they have the "bread and butter" right but they are always looking ahead.
- It's a place where staff enjoy their jobs, are challenged and have development opportunities. It's a fun place to work, a safe place to work, and the staff respect each other.
- It's a place that lives and breathes "public service". They are proud of working for Council and they are excellent at what they do.

Health and Safety

- All employees have a responsibility to work towards keeping a safe and healthy work environment by practicing safe work methods, identifying work place hazards and using appropriate safety equipment.
- Managers are responsible for implementing and promoting the management responsibilities as described in any Clutha District Council Health and Safety plans, policies and processes.

Council Information

- All employees must actively demonstrate commitment to the various management systems and processes that are adopted and used by the Clutha District Council, for example the Electronic Document Records Management System (EDRMS), accounting systems etc.

Emergency Response

Under the Civil Defence Act 2002, all territorial local authorities (TLA's) are required to have trained staff ready to respond to civil defence emergencies at a local level. You may be assigned a specific civil defence role or generally be co-opted to assist during a civil defence emergency event. You may be required to:

- Undergo training for a civil defence role
- Take part in exercises as required
- Work within and/or outside of normal hours (at time of an event)
- Work in another TLA if required (at time of an event).

Application for employment

Clutha
District Council



CONFIDENTIAL

PRIVACY ACT PROVISIONS:

The information you provide on this application for employment will be collected and held by the Clutha District Council. This is collected for the purpose of assessing your suitability for employment by the Clutha District Council, which may include subsequent changes in employment within the Council, and to meet Council's information requirements as a potential employer.

You have a right of access to personal information held by the Council and may seek correction of such information to ensure accuracy.

NOTE: All questions must be answered; either in the space provided in the following form, or in your accompanying curriculum vitae. A covering letter is a useful addition to your application.

Please do not bind your CV or use a bulky presentation folder. A simple paper clip or staple is acceptable. CV's will not be returned, so please do not include original documents.

1. Position Applied for:		
2. How did you become aware of the vacancy?		
3. Personal Information		
Family name:		
First names:		Preferred name: <input type="text"/>
If you are known by other names, please record them here: <input type="text"/>		
Title if desired (optional): <input type="text"/>		
Residential address:	<input type="text"/>	
Mailing address:	<input type="text"/>	
		Post Code: <input type="text"/>
Mobile phone:	<input type="text"/>	<input type="text"/>
Work Phone:	<input type="text"/>	After hours phone: <input type="text"/>
Email:	<input type="text"/>	

4. Health and General Information	
Do you suffer from an illness/disability which would be aggravated or made worse by performing the job you have applied for?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are you on medication which would affect your performance in the job you have applied for?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Have you had an injury or medical condition caused by gradual process, disease or infection - e.g. hearing loss, sensitivity to chemicals, repetitive strain injury, which the tasks of this job may aggravate/contribute to?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If so, please give details on all the above: <input type="text"/>	
Do you smoke?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you have a current drivers licence?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, what class?	<input type="text"/>
Are you awaiting hearing of any charges for driving offences?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Have you ever been convicted of a criminal offence?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<small>(This does not include convictions that are subject to the clean slate scheme of the Criminal Records (Clean Slate Act 2004). Applicants may be asked to sign a police vetting form authorizing the Clutha District Council to seek a police report on them.)</small>	
If yes, please give brief details:	<input type="text"/>
Do you intend to engage in other paid work whilst employed in this position?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please give brief details:	<input type="text"/>
Do you have any commitments which may prevent you from attending your place of employment during ordinary hours of work or affect your ability for out-of-hours work?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please give brief details:	<input type="text"/>
Are you legally entitled to work in New Zealand? If you answer yes and your legal ability to work in New Zealand is governed by a work or other visa, please provide evidence.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you consent for us to check legal your legal work status through Visa View, NZ Immigration's online checking tool. Please provide your passport nationality and number for this check.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are you prepared to abide by Health and Safety regulations?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Do you hold a current "At Work" First Aid Certificate?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Have you previously been employed by Clutha District Council?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please give date of last year employed and name employed under:	<input type="text"/>
If your application is accepted, when could you commence employment?	<input type="text"/>

5. Referees			
Do you agree to enquiries being made as to other matters relating to your suitability for employment, and the accuracy of information, contained in this application form?			
	Y	N	Comments
Most recent employer	<input type="checkbox"/>	<input type="checkbox"/>	
Past employer	<input type="checkbox"/>	<input type="checkbox"/>	
Other persons	<input type="checkbox"/>	<input type="checkbox"/>	
Please give details of referees who you authorise us to contact. Two work related and one personal			
Name:	<input type="text"/>		Occupation/position: <input type="text"/>
Address:	<input type="text"/>		Phone: <input type="text"/>
Name:	<input type="text"/>		Occupation/position: <input type="text"/>
Address:	<input type="text"/>		Phone: <input type="text"/>
Name:	<input type="text"/>		Occupation/position: <input type="text"/>
Address:	<input type="text"/>		Phone: <input type="text"/>
6. Attach curriculum vitae			
Please return this application form accompanied by your curriculum vitae containing the following information:			
Education/Qualifications: <ul style="list-style-type: none"> Name of educational institutions attended (secondary and tertiary level only), qualifications or standard of achievement and year gained Details of relevant post qualification training Other qualifications or certificates you consider relevant, showing dates gained Membership of relevant professional associations and offices held 			
Employment history <ul style="list-style-type: none"> Details of most recently held position, including employer's name, address, position held, length of time in that position, number of staff responsible for, position reported to and key tasks Details of other employment, starting with the most recent position, including employer's name and address, position held and nature of work, time in that position and reason for leaving 			
Work experience relevant to position <ul style="list-style-type: none"> Include job experience you consider would support your application for this position 			
Spare time interests and experience <ul style="list-style-type: none"> Include details of general recreational and community activities you are involved in. 			
7. Declaration			
I, <input type="text"/> (print full name) declare that to the best of my knowledge, the answers to the questions in this application are correct. I understand that if any false information is given or any material fact suppressed, I may not be accepted, or if I am employed, I may be dismissed.			
Signature:	<input type="text"/>		Date: <input type="text"/>