

Engineering Records Administrator

Department	Infrastructure & Services
Location	Seymour Street, Blenheim
Direct reports	Nil
Reporting to	Infrastructural Projects Engineer
Grade	12
Financial delegation	No budget responsibility

Department Overview

This position is within the Infrastructure & Services Department. This department is responsible for the delivery, maintenance and management of infrastructure, and for the provision of emergency management; public transport; rivers and drainage; roading; storm, waste and drinking water; and waste management.

Purpose of the Role

The purpose of the role is to:

- provide engineering administration assistance for the Assets and Services Department to include providing customer service, in conjunction with Customer Service and Document Officers, specifically in relation to plan information, service connections and GIS plan information.
- maintain an update plan records databases and technical information.
- assess, design, draft and issue new service connection work orders.
- assess proposals from other service providers and provide information to ensure protection of Council services.

Key Responsibilities

Maintain and update plan records	Ensure new infrastructural asset plans are filed and replaced asset information is updated accurately and in specified timeframes.
Service connection works orders	Check the applicant's service connection proposal is compatible with existing services and Council requirements. Draft the proposal to create a work order. Plot new service connections in IMS/GIS. Update service connections on plans.

Assess proposals for infrastructural installations by network utility operators	Ensure there is no conflict with Council infrastructure providing requirement to avoid Council services.
IMS database maintenance and reporting when requested	Load data associated with assets constructed through capital works, vested from subdivision or replaced. Ensure you maintain/audit IMS system.
Administrative and clerical support	Ensure tasks required by the Infrastructural Projects Engineer and Operations & Maintenance Engineering Manager are completed accurately, efficiently and on time.
Customer service	Ensure prompt, efficient and accurate responses to customer enquiries are carried out in relation to: <ul style="list-style-type: none"> • plan information. • service connections. • GIS plan information.
Data entry	Ensure accurate and efficient processing to timetable. Ensure data entry tasks are reviewed but may also include: <ul style="list-style-type: none"> • IMS database. • plan records systems.
Property/street numbering updating	Ensure numbers for new lots are transferred from resource consent information to the new service plans. Ensure block plans are updated with new lots and numbers.
Public relations	Answer all public enquiries promptly and in a courteous and positive manner.
Departmental relations	Co-operate with officers within the department and with other departments to ensure efficient use of equipment and facilities.
Emergency operations	Assist during emergency events when called upon subject to availability.

Organisational Responsibilities

Continuous improvement

Challenge the status quo and continuously seek opportunities to improve services and processes.

Customer service

Relate with the public in a courteous and positive manner. Actively listen to understand and meet customer's needs.

Digital mindset

Have a "digital mindset" which allows you to approach situations with a digital focus, taking full advantage of the technology, information, and data available to us whilst ensuring operational outcomes, efficiency, and security aren't compromised.

Be aware that transformation comes not from a change of system or infrastructure but a change in mindset. Opening your mind to the idea of doing things differently can unlock the true range of possibilities.

Health, safety and wellbeing

Take ownership and responsibility for your own decisions and actions by proactively engaging in safe work practices that prevent injury; and look out for your colleagues, contractors, customers, and visitors.

Report hazards, injuries, illnesses, near-misses, unsafe practices, rules that don't work and other opportunities for improvement without fear or delay, so that we can all learn and share in the learning.

Co-operate with reasonable instructions and procedures.

Contribute to Council's ongoing safety improvement journey.

Make safety a priority and help lead the way!

Inclusion and diversity

Support an inclusive workplace - an environment where our employees feel safe, valued and respected; and have opportunities to contribute their perspectives, experience and talents to our organisation.

Support a diverse workforce (the visible and invisible factors that define us as individuals) by displaying an open-minded, non-judgmental attitude towards others.

Record management

Create and maintain all records of Council business (regardless of format) in approved corporate information systems, as per Council's information and data management policies and procedures.

Response in emergencies

Be available to assist during emergencies as and when they occur, working within your level of competence and training.

Risk management

Understand, report and manage operational and compliance risk. Familiarise yourself, comply with and give advice in accordance with Council's risk management policies and procedures.

Te ao Māori

Willingness to develop cultural competency; for example by developing an understanding of te reo Māori, tikanga Māori (Māori customs and practices), mātauranga Māori (Māori wisdom, knowledge and understanding) and Te Tiriti of Waitangi; and by engaging with Māori communities as required within your role.

Other duties

Take on any additional duties or special projects that may be assigned from time to time and ensure that these are performed effectively and efficiently.

Person Specification

Qualifications	Formal qualification not required.
Experience and knowledge	Five years' relevant experience. Empathy with functions undertaken by Infrastructure and Services. Ability to read and interpret engineering plans. Good practical information system skills including some knowledge of databases and basic data entry skills. Experience in engineering or construction practices. A sound level of numeracy and literacy.

Core Competencies

Adaptability	Ability to maintain a calm, professional manner in challenging situations. Ability to operate effectively in a complex and changing environment.
Commitment to improvement	Enthusiasm for continually increasing knowledge and technical abilities. Enthusiasm for continuous improvement and efficiency in processes.
Communication	Excellent oral and written communication skills which are appropriate and relevant to the audience.
Customer focus	Excellent customer services skills. Ability to understand customers' needs via active listening.
Digital literacy	Ability to learn new technological skills essential for digital transformation and to think innovatively and embrace a perpetual learning culture. Motivation to use digital skills to create new opportunities.
Integrity	Ability to handle confidential or controversial information with discretion and professionalism. Takes accountability for own actions.
Interpersonal skills	Proven ability to work effectively in a team environment. Proven ability to develop relationships and work collaboratively with others.
Organisational skills	Strong personal prioritisation and time management skills. Ability to multi-task, prioritise, pay attention to detail and use initiative.
Problem solving and decision making	Considers risk factors in decision-making. Uses own judgement and experience to solve problems.

Strategic Framework

Vision	Marlborough is a globally-connected district of smart, progressive, high-value enterprises, known for our economic efficiency, quality lifestyle and wellbeing, caring community, desirable location and healthy natural environment.
Mission	We invest in Marlborough's future, our people, quality lifestyle and outstanding natural environment.
Values	<p>Council's values and behaviours are based on Respect, Professionalism and Integrity. Council is committed to an environment that supports professional development, an equal opportunities workplace and a positive culture.</p> <p>All staff are expected to endorse and support Council's Vision and Values and actively work to achieve them, behaving with the highest level of professionalism and integrity and exhibiting courtesy and impartiality towards colleagues and the community.</p> <p>Our values are:</p> <ul style="list-style-type: none">• We are open, transparent and collaborative.• We partner with tangata whenua iwi.• We involve and respect our many cultures.• We are innovative and strive for excellence.• We are adaptive and responsive to community needs.• We work in an environmentally sustainable manner.