

Department	Infrastructure & Services
Location	Seymour Street, Blenheim
Direct reports	Nil
Reporting to	Treatment Operations 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:

- assess tradewaste discharge applications, renewals and ascertain effects on sewer network and treatment process.
- risk assess for possible boundary backflow events and determine requirements for installation of devices to mitigate risk.
- undertake basic field tests and measurements with mobile scientific instruments including the maintenance and calibration of the instruments.
- ensure tradewaste sample collection is completed to schedule and delivered to the laboratory or courier in a satisfactory condition and within the timeframes required to meet operational requirements.
- collect field data and enter into Council's data management systems (Lutra & AMIS).
- assist with the water meter reading schedule as required.

Key Responsibilities

Manage Council's tradewaste consenting process	<p>Monitor discharges to ensure compliance with Council's bylaw conditions.</p> <p>Work with tradewaste generators, Council's Consents & Compliance group and Project Engineers to achieve compliance with Council's Tradewaste Bylaw.</p> <p>Ensure tradewaste applications are processed including specification required for pre-treatment and other conditions.</p> <p>Setting conditions of discharge.</p>
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	<p>Provide customer advice on tradewaste policy, in a polite, professional and timely manner, to assist in meeting bylaw requirements</p> <p>Update the Tradewaste Proclaim module, including assessment of charges.</p> <p>Liaise with MDC's Consents & Compliance group regarding tradewaste issues when there are impacts to waterways and stormwater network.</p>
Tradewaste samples and charge calculations	<p>Assist in collection of Tradewaste samples in order to determine compliance with Council's Tradewaste Bylaw.</p> <p>Undertake wastewater sampling in accordance with H&S guidelines and SOP's.</p> <p>Assist with annual Tradewaste charge calculations and compile data for use.</p>
Tankered waste discharges	<p>Assist in assessing tankered waste discharges to Council infrastructure.</p> <p>Understand tankered waste loadings.</p>
Field tests	<p>Undertake simple scientific field tests and enter results into Council databases.</p> <p>Ensure all field tests are undertaken correctly and results promptly recorded.</p> <p>This may include field and/or office-based data inputting.</p>
TW sampling equipment store	<p>Keep the tradewaste sampling equipment store clean and tidy, with a well-stocked supply of sampling bottles.</p> <p>Ensure that the equipment store is kept in a clean and tidy condition.</p>
Water meter readings	<p>Assist in collecting water meter readings as required.</p> <p>Accurately read customer water meters. Enter details into meter reading tablet, manually or via drive-by meters.</p>
Wastewater asset information	<p>Undertake basic field measurements and surveying to record asset location and attributes.</p> <p>Understand utility drawings and the asset management information system.</p>
Backflow	<p>Ensure Council's backflow policy and obligations under The Water Services Act 2021 are met.</p> <p>Understand Council's Backflow Policy.</p> <p>Assess building consent applications for backflow requirements.</p> <p>Assess Tradewaste applications for boundary backflow device requirements.</p> <p>Assess historic connections for backflow device requirements.</p>
Backflow annual testing programme	<p>Water backflow annual testing programme is carried out to meet the requirements of the Water Services Act 2021.</p> <p>Co-ordinate to ensure a seamless testing regime between Council's databases, property owner and contractor.</p> <p>Review the programme to ensure consistency across the water network.</p>
Water backflow annual testing programme	<p>Manage water backflow annual testing programme to ensure annual backflow testing is carried out in a timely manner by 3rd party contractors.</p> <p>Ensure contractor claims are reviewed and referred for payment in a timely manner.</p>
Invoicing and customer interactions	<p>Manage customer enquiries in a polite, timely and professional manner.</p> <p>Ensure invoices to customers for Water Backflow annual testing are processed in a timely manner to allow cost recovery for services.</p>

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	Water and environmental sampling unit standards (US17890 and US24927) and/or DWSNZ sampling certificate of competency; or willing to attain. Full NZ Drivers Licence.
Experience, skills and knowledge	Minimum of 4 years' experience in a relevant field. Excellent interpersonal and communication skills. Basic understanding of wastewater asset installation. Ability to assess boundary connections and determine engineering solutions for installation of boundary backflow devices. Competent in operating field equipment associated with the collection of environmental data. Competent and safe off-road driving ability. Previous experience in the collection of environmental monitoring samples or a willingness to learn. Basic knowledge of water/wastewater and stormwater infrastructure. Proficient in Excel. Detail orientated and thorough in your work approach. Physically fit and capable of working outdoors for extended periods in varying conditions.

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.