



**Mahi Tahī**

We are one team, stronger together as we work with and for our community to deliver outcomes that matter.

**#arohatōmahi**

We love our work and know that our work matters. That is why we do what we say we will do and apply energy and enthusiasm across our mahi.

**Manaakitanga**

We put our people first by showing them that they matter, through a focus on whānau's needs and aspirations.

**Tiakitanga**

We proudly and professionally contribute every day to the care of our community and whenua with courage, positivity and mana - leaving a legacy which future generations will embrace.

**Details**

JOB TITLE	Network Operations Technician
REPORTS TO	Network Supervisor
GROUP	Community Infrastructure
DIRECT REPORTS	Nil
FINANACIAL DELEGATIONS	Nil
WARRANTS REQUIRED	TBC
GRADE	11

**Purpose**

The purpose of the Community Infrastructure Group is to provide operations and services for Local Waters, Roading and Solid Waste Infrastructure, with a sharpened focus on delivery of the capital programme across these activities. The groups focus is on long term and annual programming of maintenance, renewal and capital development works, and operations of the infrastructure services and support for design and delivery of the capital programme.

This role is responsible for supporting the reliable operation and performance of Horowhenua District Council's water, wastewater and stormwater reticulation networks through proactive maintenance, leak detection, hydrant compliance, network monitoring and operational support. You will be responsible for both proactive and reactive operations and maintenance, as well as responding to network faults in a timely and efficient manner.

You'll also support the wider team by carrying out additional tasks as required by the Network Supervisor or Team Lead, contributing to the smooth and effective running of our infrastructure services.



## Key Responsibility and Expected Outcomes

### Collaboration

- Maintain positive relationships with team members, supervisors, Senior Managers, contractors, suppliers, and the community to ensure effective communication and timely responsiveness to their needs, fostering an informed and cooperative environment.

### Customer Service

- Provide responsive and professional customer service by communicating effectively with customers and stakeholders regarding planned and reactive maintenance, network investigations, service requests, water supply complaints, and the status and impact of works across Council's water, wastewater and stormwater networks.

### Operational Excellence

- Water Network Operations: Deliver proactive and reactive operation, maintenance, fault investigation, leak detection and repair support across the water reticulation network to maintain reliable water supply and minimise water loss.
- Wastewater Network Operations: Support proactive and reactive operation, maintenance, inspections, fault response and network investigations across the wastewater network to maintain service reliability and environmental compliance.
- Stormwater Network Operations: Support proactive and reactive operation, maintenance, inspections and fault response across the stormwater network to maintain effective drainage, reduce flood risk and protect public assets.
- Network Performance & Asset Management: Undertake hydrant maintenance and testing, network flushing, asset condition assessments, field data collection, network monitoring, and support continuous improvement initiatives to optimise the performance of Council's three waters infrastructure.
- Participate in a scheduled after-hours and weekend on-call roster, following successful completion of the required training and competency assessments, to respond to network faults and emergencies across Council's water, wastewater and stormwater networks.

### Reporting

- Maintain accurate and up-to-date records of inspections, leak detection activities, maintenance works, repairs, asset condition assessments, hydrant testing, network monitoring, and other relevant observations using Council's field data and asset management systems.
- Complete all documentation, reports and electronic records accurately, ensuring information is submitted on time and in accordance with Council procedures.

### Relationship Management

- Support the Community Infrastructure Group in strengthening Council's strategic relationships by working collaboratively with Iwi and other cultural stakeholders.
- Establish and maintain a network of key contacts to enhance Council's relationships across local government, government agencies, businesses, and the community.
- Coordinate the implementation of communication plans to ensure key stakeholders are kept informed of Council's work programme.

### Health Safety & Wellbeing

- Promote a strong health and safety culture by proactively modelling our values and hold self and others to account to Consistently follow all health and safety policies and legislative requirements.
- Contribute to identifying and minimizing business risks and compliance issues, ensuring all Safety & Wellbeing policies and practices are followed.
- Maintain personal and public safety by wearing appropriate PPE and reporting accidents and near misses promptly, while effectively managing all risks to prevent work-related injuries and incidents.



## **Council Contribution**

- Actively contribute to the Community Infrastructure Group by performing duties as required, promoting a positive workplace culture, and participating in Emergency Management activities.

## **CAPABILITY & COMPETENCIES REQUIRED**

### **SKILLS, KNOWLEDGE & EXPERIENCE**

- Infrastructure Works Level 2 or equivalent preferred.
- Water Reticulation Qualification (Level 3 or above desirable).
- Driver's license; Minimum Class 1 + Class 2 & RTW an advantage
- Knowledge and experience of urban three waters reticulation system maintenance
- Experience with leak detection equipment or willingness to learn.
- Excellent communications verbal and written skills and works well in a team.
- Computer skills, being able to operate and input data into a mobile field device.
- Physical fitness and the ability to work in various outdoor conditions Tertiary / qualification or strong background in (role specific)
- Familiarity with local government or complex public sector environments are preferred.
- Ideally takes a proactive approach to health, safety, and wellbeing in the water infrastructure space by having current immunity to Hepatitis A and B, and Tetanus, and exercising best practice when it comes to workplace safety.

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### ***Drives Community Outcomes***

Delivers impactful outcomes for the community by providing exceptional service, fostering meaningful Iwi relationships, integrating Te Reo Māori and tikanga, and continuously improving efficiency within the Horowhenua District Council landscape.

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### ***Delivery Focused***

Delivers high-quality work with integrity, accountability, and efficiency, following through on commitments, engaging with Iwi where appropriate, and using digital tools effectively to achieve meaningful community outcomes.

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### ***Mana Enhancing***

Builds trust by placing people at the heart of decisions, embracing diverse cultures, upholding high standards of professionalism, nurturing personal growth and self-care, and protecting the mana and integrity of relationships.

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### ***Connected***

Builds strong, trust-based relationships across teams and the community through clear communication, collaboration, and cultural engagement, creating a connected and inclusive environment that drives better outcomes.

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### ***Resilient and Adaptable***

Adapts to change with curiosity and resilience, maintaining focus under pressure, seeking diverse perspectives, and persevering to deliver the best outcomes for the community.

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## Alignment with our community outcomes



We uphold Te Tiriti o Waitangi and its principles and recognise the role of Mana Whenua as kaitiaki of their rohe. We support them to maintain and enhance tikanga with their ancestral lands and waterways, wāhi tapu and other taonga, and build mutually respectful partnerships with tangata whenua, supporting whanau, marae, hapū and iwi in achieving their aspirations.



We contribute to improving our natural environment for current and future generations to enjoy, and protect the important natural features in our district.

We ensure our built environment supports the wellbeing of our people and manage competing pressures on resources sustainably.



We provide efficient, reliable and affordable infrastructure, developing and maintaining facilities and infrastructure to meet the needs of current and future generations. Our community facilities and infrastructure are resilient, helping us to respond to climate change and natural hazards, working with partners to develop infrastructure that enables growth.



We are business friendly, supporting diversity and resilience in our local economy and work with others to make our economy grow. We aspire for economic security for all of our people and seize growth opportunities for our district.



We value the diversity of our people, and how our district's heritage shapes our community's sense of identity and pride.

We provide infrastructure, services, facilities and places to build resilient and connected communities where people of all ages and backgrounds feel included and safe. We are building collaborative relationships with service providers to enable all people to live positive and healthy lifestyles, encouraging our people to participate in local decision making.

