



Mahi Tahi

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 Service Person
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.

The purpose of this position is to undertake the operation, maintenance, inspection and repair of Horowhenua District Council's water supply, wastewater and stormwater reticulation networks. The Network Serviceperson will respond to planned and reactive maintenance requirements, network faults and customer service requests, including water leaks and bursts, wastewater blockages and overflows, stormwater flooding and other network-related issues. Following successful completion of the required training and competency assessments, the position will participate in the after-hours standby and callout roster and respond to network faults, emergencies and other incidents as required.

The position will also undertake other reasonable duties associated with the operation and maintenance of the Three Waters reticulation networks, as directed by the Network Supervisor or Stormwater and Networks Lead.



Key Responsibility and Expected Outcomes

Customer Service

- Proactively handling customer notifications and interactions while promptly responding to network faults and service requests, ensuring ownership and timely completion of reinstatement works, and consistently achieving high customer satisfaction through compliments and meeting contractual response times.

Operational Excellence

- Consistently achieves high standards of workmanship and customer service by meeting quality and productivity specifications, adhering to all Horowhenua District Council standard operating procedures, and demonstrating a commitment to continuous improvement.

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.

Reporting

- Field computing and manual data recording are completed with accurate and up-to-date data submissions.
- Complete all documentation as required and it is completed correctly and on time.

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.
- Support, implement, and adhere to Safety & Wellbeing policies and procedures to maintain a safe and environmentally sustainable workplace, promoting a culture of zero harm and responsible behaviours.
- Contribute to identifying and minimizing business risks and compliance issues, ensuring all Safety & Wellbeing policies and practices are followed.

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

- Proven experience in a similar role and ideally you will also have training or experience in:
 - Traffic management training
 - Confined spaces and hazard awareness
 - Physical fitness and the ability to work in various outdoor conditions



- Willing and able to participate in a rostered after-hours and on-call service, following completion of the required training and competency assessments.)
 - Relevant infrastructure, civil construction or water reticulation qualifications are desirable, but training can be provided to the right candidate
 - Driver's license; Minimum Class 1 + Class 2 & RTW an advantage
 - Familiarity with local government or complex public sector environments preferred.
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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.

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.

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.

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.

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.



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.

