



Mahi Tahī

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

#arohatōmahī

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	Infrastructure Network Service Person
REPORTS TO	Network Supervisor
GROUP	Community Infrastructure
DIRECT REPORTS	Nil
INDIRECT REPORTS	Nil
FINANACIAL DELEGATIONS	Nil
WARRANTS REQUIRED	TBC
GRADE	8

He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hapori – mai i te pae maunga o Tararua ki te moana
With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.

Purpose

The Community Infrastructure Group is responsible for the effective delivery of essential services across Local Water, Roding, and Solid Waste Infrastructure. With a strong emphasis on the delivery of the capital works programme, the team is focused on the long-term planning and annual scheduling of maintenance, renewals, and infrastructure development. We are committed to ensuring high-quality operations that support the design, development, and seamless delivery of these critical services to our community.

This role plays a vital part in maintaining the performance and reliability of the Horowhenua District's water networks. 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. Your work will be key to meeting service response targets while upholding high standards of quality, safety, and productivity.

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.



Skills, Knowledge and Experience

QUALIFICATIONS	Infrastructure Works Level 2 ideally and/or Water Reticulation qualifications preferred. Driver's license; Minimum Class 1 + Class 2 & RTW an advantage
EXPERIENCE	Experience in a similar role and ideally you will also have training or experience in Traffic management training Confined spaces and hazard awareness
KNOWLEDGE	Knowledge and experience of urban and rural water reticulation system maintenance
TECHNICAL SKILLS	Computer skills, being able to operate and input data into a mobile field device.
ACHIEVEMENT	Self-motivated, energetic, proactive and results orientated. Brings a positive attitude to work and learning and is willing to go above and beyond to exceed expectations.
RELATIONSHIPS	Has experience in dealing with the public bility and gets positive outcomes and builds strong working relationships to become a trusted colleague.
PROBLEM SOLVING	Asks questions and can think logically to enable problems to be clearly understood. Weighs up options and is comfortable making recommendations for possible solutions to problems.
COMMUNICATION	Excellent communications verbal and written skills and works well in a team. Has the ability to remain calm and composed in high pressure situations.
IMPLEMENTATION	Is reliable, detail-focused and professional knowledge is up to date. Matters are resolved at the first point of contact wherever possible. Complaints are handled effectively and efficiently.
TEAMWORK	Collaborates and supports team members to achieve their targets and bring out the best in everyone in the team.
GROWTH MINDSET	Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up new concepts and jargon.



Key Responsibility and Expected Outcomes



**'You'
Matter**

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.

Leadership and Influence

Live our Values and focus on the Moments that Matter. Supporting your colleagues and empowering and inspiring growth and development across the organisation.

Change Leadership

Be an advocate for and a driver of change. Be a Future builder, help others across the organisation navigate the future.



**Partnerships
Matter**

Te Tiriti o Waitangi

Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work ensuring HDC projects are delivered in a culturally sensitive way.

Community and Customer Focus

Champion community engagement having a strong focus on meeting quality standards for services and evaluation of customer outcomes and satisfaction.

Relationship Management

Build networks and develop meaningful relationships with stakeholders both internally and outside Council. Internally, with Senior Management and team members from across Council, to ensure commercial procurement, contract management and project planning is aligned with Council's services and strategic planning, externally with the public, contractors and consultants engaged for in projects and liaise with stakeholders as required on behalf of Council.



**Performance
Matters**

Job Execution

Consistently deliver high-quality work while maintaining a positive and professional attitude. At times the way in which work is undertaken will count just as much as the output.

Personal Development

Live the values of council and take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future roles.

Risk Management

Effectively identify and manage risks, take actions to resolve and/or escalate issues to contribute to the maintenance of the risk management framework.

Continuous Improvement

Identify continuous improvement practices to support the implementation and delivery of council's outcomes.



**Work
Matters**

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

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.

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.

Zero Harm

Support, implement, and adhere to H&S 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 Zero Harm 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

Participation in standby and callout rosters and incident response.

Actively and positively participate as a member of the Community Infrastructure Group and perform all reasonable duties as needed.

Participate in Emergency Management activities.



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.

