

# Water Services Officer (North) Position Description

Business Unit	Operations
Location	Wellington, Palmerston North or Hamilton
Type	Permanent
Last Updated	July 2024

## Ko wai mātou | About us

The Water Services Authority - Taumata Arowai is the water services regulator for Aotearoa New Zealand. We are committed to ensuring all communities have access to safe and reliable drinking water every day. We also have an oversight role in relation to the environmental performance of public drinking water, wastewater, and stormwater networks.

### Spirit of service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under te Tiriti o Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## Mō tēnei tūranga mahi | About this role

### Position Purpose

The purpose of the Water Services Officer (North) role is to undertake safety plan review and compliance monitoring activities in the North Island.

The purpose of the Operations Group is to use data and insight to deliver compliance monitoring and enforcement activities, and technical advice geared to risk in regulating and overseeing the provision of safe drinking water to Aotearoa New Zealand, and protecting health.

*Level: 16*

<b>Reports to</b>	Manager Water Services (North)	
<b>Staff</b>	Nil	
<b>Financial Authority</b>	Nil	
<b>Key Relationships</b>	<b>Internal</b> Water Services peers Senior Compliance Officer Compliance Officer Technical Advisors Te Rōpū Wai Legal team	<b>External</b> Drinking water suppliers Laboratories

## Key Accountabilities

It is likely that the scope and functions of positions within Taumata Arowai will evolve over time.

### Operational

- Review drinking water and waste water safety plans in line with policies and procedures, risk assessments and the North Island work programme
- Provide feedback to suppliers orally and in writing
- Set up and administer supplier compliance monitoring arrangements for drinking water suppliers in the North Island
- Respond to notifications of exceedances of the Drinking Water Quality Assurance Rules and Standards, and inquiries
- Actively participate in responding to out of hours notifications and events through the on-call roster
- Actively participate in communities of practice, enabling yourself and others to learn and continuously improve.

### Relationship Management

- Regulate central and local government in its provision of drinking water across the North Island (and where required other water services)
- Develop and maintain effective working relationships with internal stakeholders to achieve Taumata Arowai outcomes
- Develop and maintain effective working relationships with drinking water suppliers, regional councils as the consent authorities for wastewater, and key external stakeholders throughout the North Island to achieve the outcomes of Taumata Arowai
- Develop Māori-Crown relations capability and confidence in te reo Māori, and upholding Te Tiriti o Waitangi
- Contribute to the delivery of response activity in Taumata Arowai as needed

## Health and safety for self

- Work safely and take responsibility for keeping self and colleagues free from harm
- Report all incidents and hazards promptly
- Know what to do and follow relevant procedures or instructions in the event of an emergency
- Cooperate in implementing return to work plans
- Comply with Health, Safety and Wellbeing policies

## Ko koe tēnei | About you

### Qualifications

- Tertiary qualifications in engineering, environmental science or resource management desirable
- Qualifications that could be advantageous but not necessary include:  
Level 3 to 4 G-REG NZQA certificates (Core Knowledge Operational Knowledge, Operational Practice)

### Experience

- 2-4 years experience working in a relevant environment, ideally in the water sector
- Experience working in an operational regulatory environment desirable, ideally in the water sector
- Familiarity with drinking water treatment requirements
- Ability to exercise good practical judgement
- Demonstrated ability to work with others in a team environment
- Demonstrated ability to work under pressure, and remain calm
- Experience at meeting deadlines

### Knowledge

- Understanding of the New Zealand drinking water system and related legislation
- The capacity to learn consent requirements and responsibilities for wastewater treatment and discharge in New Zealand
- Understanding of government regulatory systems
- Understanding of regulatory compliance interventions
- Understanding of the principles of the Te Tiriti o Waitangi
- Awareness of risk management principles

### Skills and Attributes

- Good communication skills, both written and verbal
- Ability to undertake frontline regulatory work
- Sound judgement and analytical skills, with particular emphasis on application in an operational regulatory environment
- Ability to work to a high standard, follow procedures and guidelines, and keep good records
- Demonstrated commitment to the principles of Te Tiriti o Waitangi and developing own capability in te ao Māori
- Ability to work within and apply risk management frameworks
- Ability to engage with others and provide education and information
- A current and valid full driver's licence