



Position Description

Position Title: Operations Officer

Tenure/Hours: Permanent Full Time
8 hours per day, Monday to Friday
On call for emergency operations

Position Summary: This role is responsible for the timely and effective delivery of maintenance services across Council-owned community and recreation facilities. The role responds to customer requests, coordinates routine and minor maintenance works, and manages delivery from initial scope through to completion. It works with contractors and service providers to ensure work is delivered safely, on time and to the required standard, while maintaining accurate records and approvals.



DISTRICT VISION

Mā te whenua, mā te waiora tātou e ora ai hei hapori
ngangahau hei hapori honohono hoki.

We thrive together.
Vibrant, connected communities where our land and
waters are nurtured and our people flourish.

What you will do

- Respond to and resolve general maintenance customer requests, ensuring clear communication, accurate scoping and timely completion.
- Plan, procure and deliver routine and approved minor maintenance works from initial scope through to completion, ensuring safe, on-time and within-budget outcomes.
- Engage and oversee contractors, setting clear expectations and addressing performance, quality or safety issues as they arise.
- Identify and manage risks associated with maintenance activities and contractor works, escalating issues where required.
- Maintain accurate work order, project, cost and contractor records, ensuring approvals, invoicing and documentation are complete and auditable.
- Maintain clear communication with customers throughout the delivery of works and ensure requests are appropriately closed out.
- Contribute to improvements in maintenance response, contractor performance and work practices.
- Deliver agreed work programmes with a high level of independence and reliability, supporting consistent Facilities service delivery.

What you will bring

Required

This role requires the following knowledge, experience, qualifications, skills, and personal attributes.

- Experience delivering general maintenance or minor building works.
- Strong customer service and communication skills.
- Practical experience coordinating contractors and maintenance activities.
- Sound understanding of health and safety requirements relating to maintenance work.
- Strong organisational skills with the ability to manage multiple jobs and competing priorities.
- Competence using work order, scheduling and reporting systems.
- Current New Zealand Driver Licence.

Desired

In addition to the required fields, there is also a number of competencies where an expert level of knowledge/experience is desired.

- Local government or public sector facilities experience.
- Trade background or practical maintenance knowledge.
- Experience using asset or work order management systems.
- Basic understanding of budgets, quotations and cost control.

Our Values

PONO

Integrity through transparency, trust and accountability

Integrity through standing up for what's right

Integrity through respect for our communities, environment and cultures



WHANAUNGATANGA

One team who unites behind a shared vision

One team who is respectful and considerate to all

One team who encourages each other to succeed and excel



WHANAKE

We will continue to evolve, adapting to our ever-changing environment

We will continue to evolve, steering our waka in the right direction

We will continue to evolve, leading our communities into a better future



What we all do

- Adhere to Council policies and procedures
- Demonstrate a proactive commitment to a safe working environment to meet the requirements as set under the Health and Safety in Work Act 2015.
- Uphold council partnerships with Rangitāne o Tamaki Nui-ā-Rua and Ngāti Kahungunu ki Tāmaki-nui-a-Rua, giving effect to the settlement acts and our memoranda of partnership, while actively growing understanding of te ao Māori, te reo Māori and tikanga Māori
- Act as an ambassador for our Council, living the council values
- Attend training as required to maintain the necessary skills to fulfil the requirements of the position
- Undertake Performance Development tasks/responsibilities as identified in your Performance Development Plan.
- Participate in and undertake emergency management duties as required, including training
- Ensure all Council documents are filed in Council's Records Management System
- Participate and contribute to continuous improvement initiatives

Your reporting lines



Additional Information

Delegations

Number of people reporting to the role	0
Financial delegation	\$5,000
Contract delegation	Nil
Statutory delegation	As per Councils statutory delegations register

Role Acceptance

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of the position. This Position Description will be reviewed as part of the preparation for performance planning and professional development for the annual cycle. A review in job size and possible impact on remuneration structure of the position will only be considered where the change of position is significant (guideline: significant would typically involve a 25% change in the complexity or accountability of the role.)

Approved: _____ (Manager/Supervisor)

Date: _____

Agreed: _____ (Staff Member)

Date: _____