



POSITION DESCRIPTION

Nga mahi o te tari kāwanatanga | Working in the Public Service

Our local government public service works collectively to make a meaningful difference for New Zealand communities. The purpose of all public service is to support our democracy, enable elected officials to develop and implement their policies, deliver high-quality and efficient public services, support Councillors to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community and guided by the core principles and values of the public service in our work.

The Position

Position:	Group Manager Infrastructure & Community Operations
Group:	Infrastructure & Community Operations
Team/s:	Strategic Leadership Team
Responsible to (Manager):	Chief Executive
Responsible for (direct reports):	Manager - Community Operations, Principal Advisor – Water Transition, Principal Engineer – Waters, Project Supervisor – Waters, Principal Engineer – Roading, Roading Manager
Job Purpose:	<p>The purpose of this role is to meet community needs through building, enhancing and maintaining SWDC's presence, performance and reputation in the light of changes in our mode of delivery.</p> <p>The Group Manager Infrastructure & Community Operations will lead and be responsible for setting direction and co-designing delivery objectives and plans with its partners and other stakeholders for water, roading and Council parks, reserves and services for the community including management of Council assets and amenities. The role is responsible for success of SWDC's delivery in South Wairarapa and will provide leadership for the Infrastructure & Community Operations Group and participate in the executive leadership of the Council.</p>
Work location:	Martinborough
Employment type:	Permanent, full time
Job grade:	Executive Tier 2
Budget responsibilities:	As per DFA
Date prepared/reviewed:	February 2026

The Team

Role of the Infrastructure & Community Operations Group

As part of the South Wairarapa District Council we work as a team to deliver the best outcomes for our district. Specifically, the Group is responsible for delivery all community wellbeing services relating to public amenities, water, and roading.

Key Relationships

In order to ensure quality service delivery is provided, this position must have well developed relationships. These include but are not limited to:

Internal	External
Chief Executive	Council stakeholders
Executive Leadership Team	Water Service Provider
Tier 3 Senior Managers	Other relevant technical professionals
Other Council staff	Consultants, contractors and developers
Mayor and Councillors	Council's contractors and professional service providers
Community Boards and Committee members	The South Wairarapa community
Infrastructure & Community Operations Group	Local Iwi groups
	Members of the general public
	Neighbouring local authorities
	Wellington Regional Emergency Management Office
	Other Wairarapa Council Communications teams

Our Council

Our Vision: The best of country living with the community at the heart of everything we do.

Our Mission: To be future focused, growth orientated and exercise sound judgement

Our values We support our Mission and Objectives through living our values. These are:

- Pride
- Customer-First
- Manaakitanga
- Collaboration

Mō te tūnga | Role Overview

The Group Manager, Infrastructure & Community Operations is tasked with providing strategic and people leadership to the various functions of the Group, manage associated budgets, and manage associated contracts and relationships. The incumbent works as a member of the Strategic Leadership team, to contribute to the collective leadership of Council as a whole.

Outcomes	Actions
Executive Contribution	<ul style="list-style-type: none"> • Work as part of the Strategic Leadership Team on providing organisational leadership to Council • Work closely with Governance and the CE on the Governments reform framework • Demonstrate high quality financial and risk management • Actively contribute to strategic planning
People Management	<ul style="list-style-type: none"> • Lead, coach and mentor staff in the delivery of high-quality community and customer services. • A focus on the engagement of the workforce. • Provide leadership and direction by fostering collaboration, communication, innovation, and excellence with all stakeholders to contribute to operational and strategic results. • Influence and coach others by modelling high performance and alignment with the organisation's values, which in turn support the attainment of the organisation's strategic vision.

<p>Te Tiriti o Waitangi Policies, plans, and strategies enhance SWDC capacity to deliver on its responsibilities under Te Tiriti o Waitangi.</p>	<ul style="list-style-type: none"> • Ensure that SWDC policies and strategies consider the interests and needs of mana whenua and Māori. • Support the Pou Māori to coordinate engagement and consultation with mana whenua and Māori. • Support the growth of knowledge and understanding of the significant issues of interest to mana whenua and Māori in the South Wairarapa and the opportunity for policy and strategy instruments to impact on those issues.
<p>Operational Leadership and Delivery Context:</p> <ul style="list-style-type: none"> • Water • Rooding • Community Operations 	<ul style="list-style-type: none"> • Commitment to building uncompromising standards with regard to Work, Health and Safety. • Drive high performance standards across all operational areas and encourage ownership, dedication, integrity, professional growth and continuous improvement. • Achieve, in conjunction with Senior Leaders, effective budgetary planning and control, and the management of physical resources. • Ensure that the policies and lawful decisions of Council are implemented in a timely and efficient manner. • Ensure the existence and implementation of operational human resource plans based on service delivery objectives, and actual and forecasted performance. • Ensure that all systems, processes and procedures are adhered to and continually refined in line with Council's strategic objectives. • Ensures the successful delivery of water and roading and a consistent level of service. Deliver services to support community assets and amenities
<p>Accountability Supports the SWDC leadership team in achieving its objectives and goals through the development and implementation of effective strategies and procedures in conjunction with stakeholders</p>	<ul style="list-style-type: none"> • Accountability in consultation with Strategic Leadership team for determining the direction, performance and success of the Partnership and Operations team in meeting community needs through its stakeholders and partner organisations' service delivery • Provide the necessary support to members of the team to create trust and commitment towards making their employment experience a positive one • Regularly update Council on partners' performance and Council's service delivery objectives • Ensure bylaw and legal compliance according to relevant legislation • Provide high quality, timely advice that is well-researched, constructed, targeted and concise
<p>Financial Management</p>	<ul style="list-style-type: none"> • In consultation with the General Manager Corporate Services and the Finance team, agree work allocation within the finalised SWDC budget. • In conjunction with the Chief Financial Officer, prepare department budget and manage all departmental expenditure including managing financial goals and advice on indicators and benchmarking.
<p>Crisis and Emergency Management</p>	<ul style="list-style-type: none"> • Work as a Member of the Strategic Leadership Team in the management of emergencies as and when required.
<p>Corporate contribution</p>	<ul style="list-style-type: none"> • Write and contribute to reports that enable quality decision making by elected members. • Participate as a member of the SWDC Team, making a full contribution to team and organisational initiatives • Behave consistently with the SWDC Vision, Mission and Values • Foster co-operation and aid communication between teams, units, and groups • Assist the organisation's Crisis and Emergency Management team in the event of an incident or major disaster.

	<ul style="list-style-type: none"> • Look for opportunities to improve systems, processes, and work practices – both within your own position and the organisation as a whole. • Adhere to Health and Safety policies and standards and encourage all other staff to do the same. • Attend appropriate courses to maintain ongoing knowledge and training
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The key areas of responsibility above reflect the environment as it exists currently. They are not an exhaustive list and it is recognised that they will be subject to variation.

Ngā āhuatanga e hiahiatia ana e Mātou | Person specification

Knowledge & experience

- Holds a relevant tertiary qualification in infrastructure management, public sector management or another appropriate field.
- Relevant leadership experience in a medium-sized organisation – preferably with local government experience
- Extensive experience in tendering processes, contract management, evaluations, risk management, and disputes resolution
- Highly-successful relationship management experience
- Proven effective persuasion and influential skills
- Exceptional interpersonal and communication skills
- Ability to create a motivated team environment and optimise the efforts and support of a team
- Advanced user of Microsoft Suite
- Understanding of strategic planning, annual planning, budget processing and consultation from a local government perspective
- Current driver's licence

Personal capabilities

- Self-motivated and mentally agile
- Ability to think and operate at a strategic level to facilitate effective service delivery
- A high level of confidentiality and integrity
- Excellent time management and prioritisation skills
- An exceptional sense of judgement
- Strong emotional intelligence
- Customer-service ethic
- Agile in thinking and working, comfortable working in both a non-structured and structured way.
- Able to professionally present sometimes complex information to a range of audiences.

Leadership Capabilities

- Customer orientation - Aware of the role of internal and external customers in the business and able to meet customer needs in a timely and effective manner
- Develops Long Term Relationships - The ability to develop long term partnerships with customers and suppliers through satisfying needs and developing relationships
- Customer Improvement/Innovation - An attitude or approach to work that seeks to determine a better, more competitive and customer friendly way to execute activities
- Develops/Communicates a Vision - The ability to develop/communicate a vision of the future, along with strategies for producing the changes needed to achieve that vision
- Aligns/Empowers People - Getting people committed to a vision and empowering them to act
- Demonstrates/Promotes Teamwork - The ability to effectively lead and/or play a role in a team of people so they work together to achieve common objectives
- Recruits/Develops Talent - The ability to recruit, select and develop people who are strong performers and who have potential beyond their initial role
- Maturity/Composure Under Pressure - The ability to work toward business goals while maintaining high levels of integrity as well as dealing with others in an open, honest and direct manner. The ability to act in a rational problem-solving mode when crisis or confrontation arises

- Handling Business Complexity - The ability to quickly evaluate a business situation, formulate a creative course of action, alter course when required and think beyond tactical objectives
- Executional Excellence/Results Bias - The ability to assure the organised, smooth execution of ideas, plans and projects. To be on the move, work hard and stay focused on actions that meet personal accountabilities and objectives and produce a competitive advantage.
- Takes Ownership/Responsibility - A willingness to take initiative and accept responsibility for actions taken
- Functional Excellence - Possesses the technical or specialised knowledge to contribute to the bottom line as well as understand how to apply knowledge for business gain

The principles by which we work

- Our people are the driving force for achieving our goals. They are our number one focus.
- We engage in honest and open conversations and respect one another's feedback and ideas.
- We encourage a growth mindset and an appetite for continuous learning.
- We work to understand our customer requirements and deliver quality outcomes and service visibly, consistently and repeatedly.
- We use plain language to write and explain because plain language helps create common ground and build connections. Making complicated simple and being transparent creates trust.
- We support initiatives to increase responsiveness to Māori including actively working to better understand Te Ao Maori and build relationships with Iwi and Maori stakeholders.
- We hold one another accountable for safety and security of our data and systems.
- We place high importance on each other's health, safety, and wellbeing. We speak up, we listen, and we act on health, safety and wellbeing concerns.

My personal contribution to these principles

All staff at SWDC share these responsibilities, including me.

- I actively contribute to the achievement of community outcomes and SWDC strategic goals and objectives.
- I role model behaviours and attitudes that support SWDC Vision, Purpose, Values and foster positive relationships that are built on trust and respect.
- I put our customers first, treat them with respect, have a 'can do' attitude, and provide them with a quality customer service experience.
- I ensure that proper account of tikanga Māori and Te Tiriti o Waitangi is taken in all activities, including the principles of and work in partnership with iwi.
- I take personal responsibility for the on-time delivery of my role responsibilities, owning my performance and professional development.
- I provide solid professional advice (internally and externally) and this contributes to maintaining and enhancing the Council's image.
- I am responsible for managing and maintaining the storage and integrity of information, data and records that I create and have a responsibility for.
- I take ownership for my health and safety (H&S) responsibilities and participate and support health, safety and wellbeing initiatives and training opportunities. I also take reasonable care with the health and safety of others at SWDC (including visitors, volunteers, contractors, and general public).
- I actively seek out and promote business process improvement ideas/solutions that improve business efficiency and enhance our service delivery.
- I am a willing contributor and participant in organisational improvement, professional development opportunities and continuous improvement initiatives.
- I provide assistance and support during Civil Defence activities as required, including training and exercises.
- I fulfil other assigned responsibilities, tasks and project work in a professional and timely manner.

Amendments to Position Description

From time to time, it may be necessary to consider changes in the Job 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 for the annual cycle. (A review in job size and possible impact on remuneration structure of the position will only be considered where change of the position is significant (guideline: significant would typically involve a 20% change in the complexity / accountability of the role.)

My Agreement

My Name:

My Signature:

Date:
