



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:	Manager, Community Operations
Department:	Infrastructure and Community Operations
Team/s:	Community Operations
Responsible to (Manager):	Group Manager Infrastructure and Community Operations
Responsible for (direct reports):	Up to 10 direct reports with accountability for project management, asset management, property management, campgrounds, cemeteries, parks and reserves, swimming pools, forestry, public toilets, waste and recycling services and GIS/systems management.
Job Purpose:	The Manager, Community Operations works in close partnership with teams across South Wairarapa District Council to deliver high-quality operational services, project and asset management, and community-focused initiatives. The role is responsible for building and maintaining trusted relationships within the team and wider organisation, and for working effectively with Councillors, Community Boards, and community members to support positive outcomes for the district.
Work location:	South Wairarapa District Council Buildings, Martinborough
Employment type:	Permanent, Full time
Job grade:	
Budget responsibilities:	As per delegations
Date prepared/reviewed:	March 2026

The Team

Role of the Community Operations team

Housed within the Infrastructure and Community Operations Group, your team is responsible for the delivery of significant Long Term Plan projects. These are some of the highest value and important outcomes for the business and they must be delivered on budget, time and within agreed quality parameters. The Community Operations team also protects the integrity of our public assets through a strategic approach to capital asset management and maintenance. Our team provides valuable facilities to the community for recreational and social enhancement. You will employ and oversee specialists in asset and project management and support them to deliver, and to train and develop others in those professional areas. The Community Operations team works across the Wairarapa District to achieve region-wide strategic outcomes, and a critical part of the role is to ensure a collaborative approach is taken by the team with Wairarapa stakeholders, including Carterton and Masterton District Councils, Iwi/Maori and community groups.

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
Senior Leadership Team	Contracted service providers
Senior Managers	Technical professionals in your field
Community Operations team	Consultants, contractors and developers
Infrastructure and Community Operations Group	Professional service providers (ie lawyers, engineers)
Other Council staff	The South Wairarapa community
Mayor and Councillors	Community groups
Community Boards and Committee members	Sports clubs
	Local Iwi groups
	Neighbouring local authorities
	Wellington Regional Emergency Management Office
	Destination Wairarapa
	Wairarapa Dark Sky

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: <ul style="list-style-type: none"> • Pride • Manaakitanga • Customer-First • Collaboration

Mō te tūnga | Role Overview

In your role as Manager, Community Operations you will report to the Group Manager Infrastructure and Community Operations and work in close partnership with other South Wairarapa District Council teams to provide delivery of high-quality services, project and asset management, and community projects. This will require you to build trusted relationships within your team, the wider organisation, amongst Councillors and Community Boards, and with members of the community.

Outcomes	Actions
Contract Management	<ul style="list-style-type: none"> • Understand and implement all requirements in contract documents to ensure client expectations are met and exceeded. • Continue to refine and improve on existing contract management and job management systems. • Ensure all contract documentation is current and key contract deliverables are met. • Oversee monthly contract reporting and claiming processes.

	<ul style="list-style-type: none"> • Regularly review contract documentation to identify any contract changes, variations or improvements, then report and communicate accordingly. • Set up systems to ensure new contract specifications and company KPIs can be met. • Oversee all contract activities and work effectively with key staff to maintain a cohesive and efficient delivery of service. • Oversee the management and maintenance of parks and reserves. This includes any capital or renewal works that may be required in these areas. • Oversee the management and maintenance of public swimming pools. • Ensure policy and regulatory frameworks for public assets in the portfolio are up to date and fit for purpose.
Contract Administration	<ul style="list-style-type: none"> • Ensure all administration that is required for the efficient operations of the business is carried out by the team; records are kept and maintained. • Ensure accurate record keeping of quotations, contract progress (actual vs. programmed), performance achievement, financials, relevant issues and client discussions for internal and external use, future improvement, monthly financial and contract reporting.
Council Buildings	<ul style="list-style-type: none"> • Oversee the future design, build and implementation of a coherent asset management approach for the Council. • Oversight of the delivery of fit for purpose senior housing to industry standards. • Ensure accurate reporting and budgeting is carried out • Ensure compliance with all statutes and regulations
Public Toilets/ Cemeteries/ Swimming Pools/Parks & Reserves	<ul style="list-style-type: none"> • Monitor the condition & maintenance of assets to ensure standards of service are maintained. • Ensure contract compliance for all works under contract • Maintain and monitor the operation and maintenance of Council's assets.
Health, Safety and Wellbeing	<ul style="list-style-type: none"> • Maintain a constant focus on the health, safety and wellbeing of all Council staff, and those employed by the Council in any capacity. • Ensure oversight is maintained over all contracting parties to the Council in relation to Health, Safety and Wellbeing practice, policies and outcomes.
Lease Management	<ul style="list-style-type: none"> • Ensure that all obligations relating to council leasehold/rental properties are met (e.g. lease renewals, rent reviews, lease transfers, new leases and Council resolutions). • Manage sealing and signing of documents. • Lease renewals and rent reviews are carried out in a timely fashion in accordance with lease requirements.
Financial and Asset Management	<ul style="list-style-type: none"> • Maintain oversight and responsibility for budgets, including making sure capital projects are delivered on time and within quality and budget parameters. Budgets are closed off at end of Financial Year within agreed tolerances.
Administration	<ul style="list-style-type: none"> • Oversee the design, build and delivery of an asset management and project management system for the Council. Manage the training and delivery of Council staff. • Ensure the development and maintenance of GIS, data and technical systems relating to Community Operations.

Solid Waste and Recycling	<ul style="list-style-type: none"> • Ensure the collection and disposal of solid waste management and associated recycling. • Ensure a reliable and safe service that protects the health of the community and protects the environment. • Focus is on minimising waste volumes to save Council money and improve environmental outcomes.
Forestry	<ul style="list-style-type: none"> • Ensure outcomes in our contracted third party management of SWDC forestry blocks are achieved on time and within agreed budget and quality standards.
Relationships	<ul style="list-style-type: none"> • Develop and maintain collaborative relationships with Mana Whenua, internal and external stakeholders, to foresee and resolve issues. • To ensure that the Infrastructure and Community Operations Group and Council are promoted in the best possible light at all times by providing a superior customer service focused frontline. • Ensure that any areas of potential risk are identified and elevated to the appropriate levels to be dealt with. • Maintain and develop a network of relevant contacts to ensure that communication channels are kept open.
People Management	<ul style="list-style-type: none"> • Effectively manage the performance of your team, ensuring you are taking a positive coaching approach to staff development and welfare. • Use your influence and management ability to create strong cross-Council teams where needed to deliver shared outcomes. • Exercise leadership within the Infrastructure and Community Operations management team to successfully improve our performance and working culture.
Corporate Contribution	<ul style="list-style-type: none"> • 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 • Look for opportunities to improve systems, processes and work practices – both within your own position and the organisation as a whole. • Assist the organisation’s Emergency Management Unit in the event of a major disaster • 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.
Council Image	<ul style="list-style-type: none"> • Take every opportunity to promote a positive image of the Group and Unit and their activities. • Contribute to the Group business plan. • Represent the Group when appropriate at meetings. • Provide information to customers and the general public as supplied.
Financial Management	<ul style="list-style-type: none"> • Support the preparation of budgets by providing accurate and timely financial and delivery information and ensure the effective delivery of projects within approved budgets through active management of programme finances.

	<ul style="list-style-type: none"> • Ensure customers are clearly advised of applicable fees and charges, and that all costs are accurately and fully invoiced in a timely manner. • Proactively identify and manage risks to delivery, prioritisation, and financial performance, addressing potential issues early.
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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

Qualifications and Experience

- Tertiary qualification preferred, most suitably in management, policy, business administration, or related field.
- At least five years' experience in successfully managing teams.
- General knowledge of property management, finance and budgeting systems.
- Be competent with office procedures, equipment and computer software programmes including accounting systems, spreadsheets, databases Microsoft Word and Microsoft Project.
- Previous experience working in local government would be an advantage.
- Must demonstrate an awareness and commitment to producing better outcomes for the South Wairarapa Community.
- Current driver's licence

Personal Capabilities

- Demonstrated ability to form and manage high performing teams with a strong customer focus
- Ability to analyse issues, problem solve and maintain a positive disposition under pressure.
- A high-quality relationship manager that develops a strong internal and external network.
- Delivery focused and able to work autonomously and at pace across different tasks.
- Self-disciplined and organised enough to effectively manage a large and diverse portfolio.
- Can work closely with elected officials and appreciates the political context within which they operate.
- Works collaboratively with individuals and teams to achieve joint outcomes.
- Able to write and professionally present complex information to a range of audiences.

Leadership Capabilities

Capability area	This means that Managers will
Managers will ensure that effective people leadership is your top priority	<p>Ensure that our people know what is expected of them Managers will have a clear set of priorities for your team. Your staff understand these priorities and what they, and the wider organisational strategy, mean for their work. Staff will periodically review whether you've achieved these objectives and share this with your team(s) warts and all.</p> <p>Ensure our people can develop and grow All staff in their team will have clear performance and development objectives. In setting these objectives, HOW our staff do things and HOW they behave is as important as WHAT they deliver. Coaching for Performance conversations are prioritised and held regularly, including providing prompt, clear and actionable feedback Staff will be encouraged and rewarded for appropriate experimentation, and they celebrate both success and appropriate failure. Any poor performance is addressed promptly, clearly, and fairly. You have a clear sense of your current and emerging capability needs and are actively following a plan to address these, including succession planning for key roles.</p> <p>Ensure our people have the tools, information, and space to do their jobs There are mechanisms for the timely dissemination of the information that staff need to do their jobs. They will delegate sign-out and decision-making appropriately and explicitly</p>

Managers will look after your staff's wellbeing at all times	<i>Make the wellness of your people our primary focus.</i> They will actively manage workloads to maintain the wellness of your people, including discussions up the line to reprioritise when necessary. There is zero tolerance of bullying and other inappropriate behaviour, and any instances are dealt with immediately, fairly and in a way that matches the scale of the behaviour.
Managers will develop a strong, high-performing and adaptive culture	<i>Lead the development of a culture where people are supported to do their best work and to grow and develop.</i> People will be able to raise different perspectives and concerns and challenge in an appropriate way. They know they can do so safely and that we as leaders will take their issues seriously, and people can be themselves. Diversity is encouraged and we actively use those diverse perspectives in our work.
Managers work as a collective in everything we do.	<i>First and foremost be a member of the collective leadership</i> team of Council, and the leader of your team second. They will ensure that behaviour, decision-making and prioritisation reflects this hierarchy. Managers will actively contribute your own time and your staff resource to collective projects as needed They will actively contribute to collective leadership team discussions in an open and frank way to help shape our collective decisions. Once a collective decision is reached, you actively own, champion and implement that decision, irrespective of your personal views
Managers are open and honest with each other in your team and will colleagues	<i>Raise any concerns or questions we have early, openly and constructively,</i> and in the appropriate place and time. We will challenge each other appropriately and we react constructively, encouragingly and curiously to that challenge. We will not raise problems or concerns without solutions or alternative suggestions. Once decisions are taken, we get on and implement in the collective interest and do not relitigate or undermine. We take a “no surprises” approach to raising any issues.
Managers engage early, frequently and effectively, and model transparency	<i>Engage early with our partners, customers and stakeholders,</i> internally and externally, and openly and in the spirit of seeking their contribution. We will ensure that the timing of engagement allows people to shape what we do, wherever possible. We will model transparency in our engagements, our default position is we discuss things openly with our customers and stakeholders unless there is a very good reason not to. We will be well planned and organised in our engagements. We will bring the results of this engagement back into Council, it is our responsibility to share it proactively and as widely as is appropriate, and we use it in our decision-making
Managers delegate, you take decisions consistent with this delegation, but you keep everyone informed.	<i>We will keep ELT informed</i> of anything involving the Mayor and Councillors, media and significant feedback from stakeholders and customers. It is expected that Managers will delegate decision-making and sign-out to the lowest sensible level given the importance and risk associated with the item. It's ok to get this wrong as long as we learn from it.
Managers do the basics well and avoid 'own goals'.	<i>We will follow the rules</i> around one-up approval of invoices and take a careful but common-sense approach to sensitive expenditure. We forecast actively and to the best of our ability, and most importantly adjust these forecasts promptly when things change. We will follow the rules around procurement, including ensuring that any exceptions to the standard processes are clearly approved. It is our responsibility to ensure all procurement has a contract and suitable documentation supporting it. We take a risk-averse approach to identifying conflicts of interest, applying the test of how comfortable you would be with explaining why a decision is on the front page of the newspaper.
Managers will apply 'systems leadership'	<i>We will lead across boundaries</i> – departmental, organisational or sector. We will influence others rather than pull a management lever, when facing large, complex, and difficult problems. We can juggle multiple uncertainties; where no one person can find or organise the solution on their own. We work with others to make resources meet the demand, which is outstripping them, meaning that

the only way forward is by involving as many people's energies, ideas, talents, and expertise as possible.
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The Behaviours by which we work

All staff at SWDC share these responsibilities, including me.

- **Collaborate:** Draw on the knowledge of others to bring about better outcomes for the customer.
- **Grow:** Develop ourselves and maintain the highest possible standards of professionalism. Embrace feedback and build on it.
- **Being:** Act with integrity and maintain consistency. Be attentive and kind to one another and embrace different perspectives.
- **Add value:** Through our technical knowledge, deliver the best possible outcomes for our customers.
- **Plan:** Be clear on how activities link together and highlight any risks.
- **Do:** Keep people engaged in what we do and why. Hold ourselves to account for delivery as we do with others.
- **Review:** Learn from mistakes. Fail fast and move on. Seek out solutions not problems. Blame as no part in our organisation.
- **Inspire:** Empower, support, encourage, and motivate colleagues to do their best work.
- **Connected:** Build strong relationships with people and are respectful and empathetic.
- **Positivity:** Create an empowering, safe, and inclusive social environment. Foster a strong wellbeing culture.
- **Engage:** Consider when to communicate. Break things down into easily understandable chunks. Take a genuine and active interest in the organisation at large. Speak out when others behave in a manner not acceptable to the rest of us.
- **Celebrate:** Celebrate our achievements, both individually and as a collective

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:
