

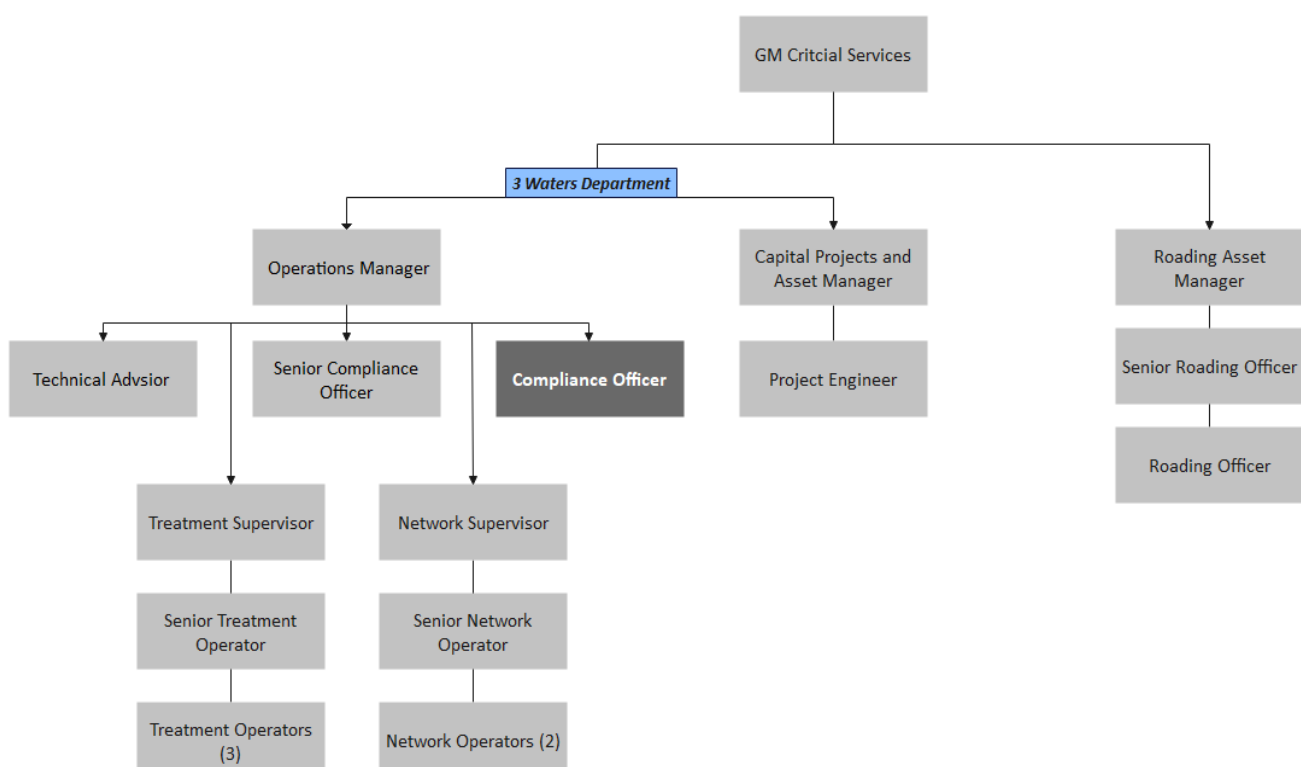
POSITION DESCRIPTION

Job Title:	3 Waters Compliance Officer
Department:	3 Waters
Responsible to:	3 Waters Operations Manager
Responsible for:	No staff report to this role
Date:	14 March 2025
Position Holder:	
Hours:	Full Time, 37.5 hours per week, Monday to Friday

Purpose

- *Monitor and action compliance requirements for resource consents and Drinking Water Standards so that they are completed in a timely, accurate, and efficient manner.*
- *Provide asset management support to the Asset Managers and update activity Management Plans, Drinking Water Safety Plans, Source Water Risk Management Plans, and O&M manuals. Implement bylaws and policies to effectively manage impacts on water, wastewater, and stormwater infrastructure across the district.*
- *Be an essential team member of the 3 Waters team providing customer-focused services in accordance with Council policy, Annual Plans, Long Term Plans, and Asset Management Plans.*
- *Develop any SOPs that are required with the supervisors and Operations Manager.*

Organisation Context



Functional Relationships

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/Lead	Deliver to
Internal	GM Critical Services	✓	✓		✓		✓
	3 Waters Operations Manager	✓	✓	✓	✓		✓
	Capital Works and Asset Manager	✓	✓	✓	✓		✓
	3 Waters Senior Compliance Officer	✓	✓		✓		✓
	3 Waters field team	✓	✓	✓	✓		✓
	Other council management and staff	✓	✓	✓	✓		✓
External	Ratepayers and members of the public	✓	✓	✓	✓		✓
	Taumata Arowai	✓	✓		✓		✓
	Southland Regional Council	✓	✓		✓		✓
	Contractors and consultants	✓	✓		✓		✓

Key Results Area

The position of the Compliance Officer encompasses the following areas:

- Compliance
- Bylaws and policy
- Trade waste
- Drinking water compliance
- Asset management
- Customer service objectives

The requirements in the above Key Results Area are broadly elaborated below.

What you will do to Contribute	As a result, we will see
<p>Compliance</p> <ul style="list-style-type: none"> • Be familiar with all resource consent requirements and renewal timeframes. • Monitor associated elements so that sampling can be appropriately scheduled and completed. 	<ul style="list-style-type: none"> • You will accurately collate, input, and analyse consent monitoring results. • Comprehensive knowledge of the database and management of other systems used by the 3 Waters team.

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| <ul style="list-style-type: none"> • Liaise with the 3 Waters Treatment Supervisor to program and achieve resource consent monitoring requirements. • Generate appropriate technical reports observing consent compliance status and future compliance outlook as requested by the 3 Waters Operations Manager. • Liaise with the Southland Regional Council on behalf of the Council in regard to consent compliance. • Respond promptly and thoroughly investigate complaints of non-compliance. • Produce annual reports for consents. • Develop a comprehensive knowledge and manage the databases and systems used by the 3 Waters team. • Ensure consent monitoring results are accurately collated, inputted, and analysed to determine the effectiveness of the activity | <ul style="list-style-type: none"> • Database is always up to date. • Annual reports for consent and technical reports as requested. • Complaints with non-compliance are investigated and dealt with. • Researching on ways to improve the impacts for the 3 Waters team. • Reports for committee meetings as required. • Health and safety reports and standard operating procedures developed as required. |
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Bylaws and policy

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| <ul style="list-style-type: none"> • Ensure appropriate bylaws, acts, regulations, and any other legislative requirements are complied with and are up to date. • Hold a good knowledge of the bylaws and policies used by the 3 Waters Team to be able to give advice when requested. • Provide input and advice to regulatory applications such as resource consents and building consents relevant to 3 Waters team activities, implementing the requirements of the bylaws and policies. • Update bylaws and policies when renewal is required, draft new policies and bylaws as requested by the 3 Waters Operations Manager. | <ul style="list-style-type: none"> • Point of contact in the team and ensure compliance with these documents. • Advising the 3 Waters team with the best practice in response to enquiries about policies and bylaw requirements for activities that affect the 3 Waters team. • Oversee and promote the backflow prevention activity for the 3 Waters team. • Bylaws and policies are up to date and presented within the required timeframe. |
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<ul style="list-style-type: none"> • Provide best practice advice in response to enquiries regarding policies and bylaw requirements for activities that affect the 3 Waters team. 	
<p><i>Trade Waste</i></p> <ul style="list-style-type: none"> • Understand and sponsor the Trade Waste Bylaw for the 3 Waters team. • Provide trade waste advice in assessments of regulatory applications. • Manage and document the trade waste application process and approvals. • Conduct trade waste assessments, including site visits and liaise with premise owners, promoting a good working relationship between both parties. • Monitor conditional consent holders and ensure they are fulfilling the consent conditions. • Liaise with the 3 Waters Treatment Supervisor to plan trade waste sampling when required. • Monitor trade waste compliance and produce reports on compliance at regular intervals for internal reporting purposes. 	<ul style="list-style-type: none"> • Point of contact in the department regarding trade waste inquiries. • Trade waste complaints and enquiries are responded to and thoroughly investigated in a timely fashion. • The trade waste consent database is managed and maintained, with up-to-date information. • You will accurately collate, input, and analyse trade waste consent monitoring results to determine compliance of trade waste consumers. • Timely reminders to consent holders of the impending expiry of trade waste consent.
<p><i>Drinking water compliance</i></p> <ul style="list-style-type: none"> • Be familiar with the compliance requirements of the New Zealand Drinking Water Standards. • Monitor raw water quality and quantity at the Council's water sources. • Liaise with Taumata Arowai representatives regarding drinking water compliance. • Produce water quality and quantity information or reports as requested by the 3 Waters Operations Manager. 	<ul style="list-style-type: none"> • The Hinekōrako database is updated with the information as required. • All the enquiries have been responded to regarding water quality and quantity in a timely fashion. • You will accurately collate, input, and analyse water sampling information in a database. • Provide reports requested by the Operations manager.

<ul style="list-style-type: none"> • Ensure information is accurately inputted into the Hinekōrako database as required. 	<ul style="list-style-type: none"> • Reports for the committee meetings as required.
<p><i>Asset management</i></p> <ul style="list-style-type: none"> • Assist with the preparation of the Council's Long-Term Plan and any other plans as required. • Develop confident knowledge in the use of AssetFinda software for asset management purposes. • Analyse data and technical information to participate in planning requirements for demand, and renewals and to achieve levels of service. • Assist with asset valuation and data consolidation projects as required. • Complete improvement plan projects as requested by the 3 Waters Asset Manager. • Monitor and report compliance annually of level of service targets and internal key performance indicators. • Collate the levels of service reports for the wider assets team on a monthly basis, ensuring that the Operations Managers review a draft, and the agenda deadlines are met 	<ul style="list-style-type: none"> • Collating relevant asset information and updating the Activity Management Plans from time to time as requested by the 3 Waters Asset Manager. • Assisting with accurate asset data collection and inputting of data to asset management systems. • Performance and achievement of improvement plans for the 3 waters activities are being tracked. • The levels of service reports for the wider assets team are collated regularly, for Asset Managers to review and the agenda deadlines are met.
<p><i>Customer service objectives</i></p> <ul style="list-style-type: none"> • Be the liaison for bylaws, policy, trade waste, compliance, and water quality for the public and other staff members. • Provide well-researched, timely, and accurate responses to 3 Waters Operations Managers as required. • Respond promptly to requests for services, complaints, and comments from the public on activities which the position is responsible for in a manner that is friendly, courteous, and non-bureaucratic. 	<ul style="list-style-type: none"> • Professional manner is always exhibited that presents the Council in a good light. • Prompt responses to the requests for service, complaints, and comments from the public that is friendly, courteous, and non-bureaucratic. • Data is shared with the Operations Manager as requested.

- Exhibit a professional manner that always presents the Council in a good light.

Financial Responsibility

	YES	NO
Controls a budget		✓

Person Specification

Experience and knowledge

Essential:	Desirable:
<ul style="list-style-type: none"> • Tertiary education • Experience at an Intermediate level would be considered. 	Engineer, science, or treatment plant-related degree or diploma
Appropriate proven experience in a technical role	1-2 years of experience in a similar technical role.
Proven experience in an administrative role with good written communication skills.	
Ability to use computer programmes such as Microsoft Word and Excel.	

Specific Skills

- Possess good verbal communication skills.
- Possess a good level of computer literacy, including spreadsheets, databases, and word processing programmes.
- Have an ability to understand and present research data.
- Be capable of writing reports to a set standard in accordance with Council procedure and layout.
- Be able to plan, organise, and manage workloads and resources to achieve position requirements and meet deadlines.
- Be a positive, pro-active, and valued member of the 3 Waters team.
- Liaise effectively and efficiently with the public, Council staff, contractors, Taumata Arowai and Environment Southland.
- Be genuinely committed to providing a high level of customer service.
- Be able to demonstrate, implement, and lead health and safety practices.

Personal Attributes

- An ability to work independently.

- Be enthusiastic, energetic, and self-motivated.
- Have a well-presented and professional image.
- Be productive, end result orientated, and have an inquisitive mind.

Civil defence

To take part in civil defence training programmes and exercises in order that the officer is able to assist effectively in a civil defence emergency. Training will be provided.