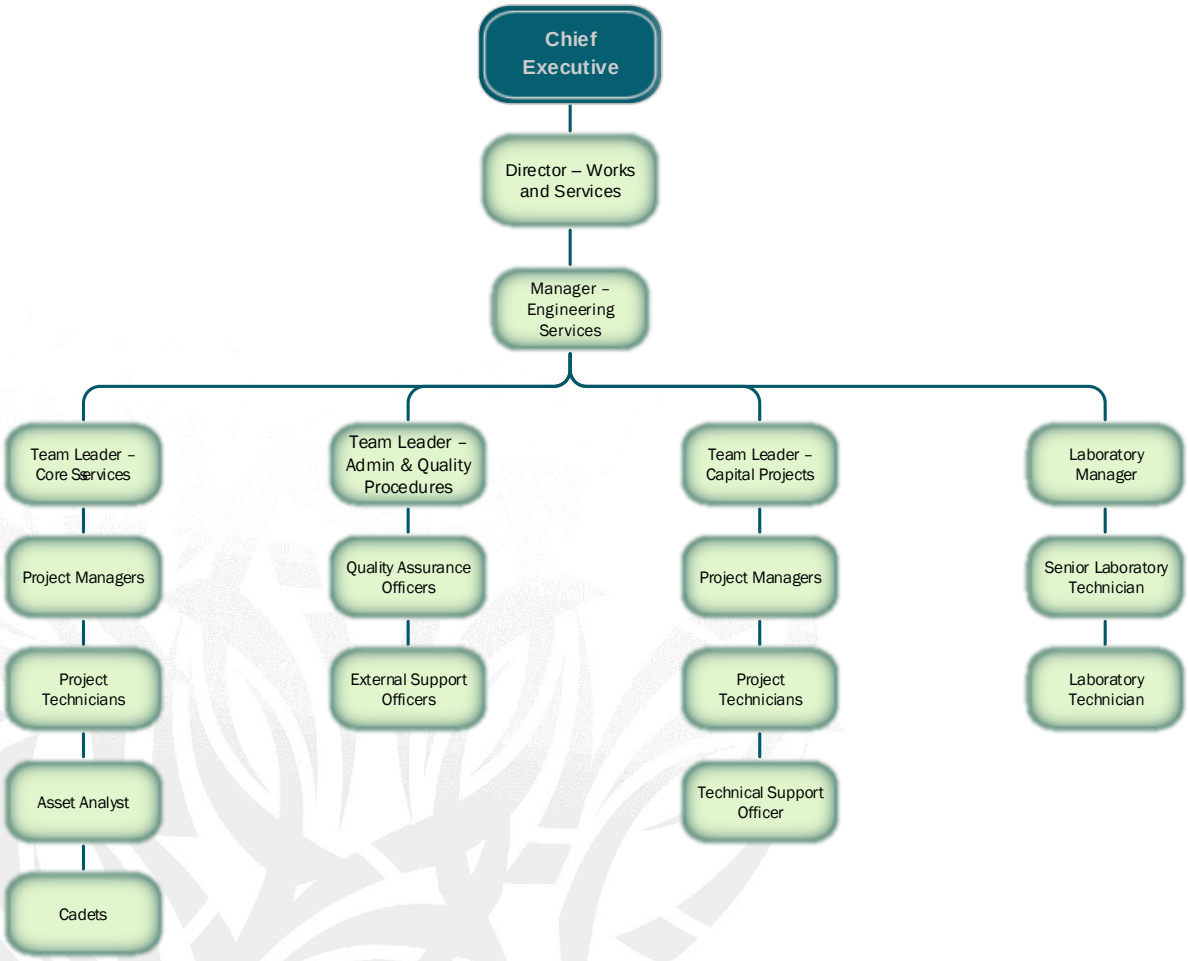
JOB DESCRIPTION

Job Title:	**Manager - Engineering Services Group**
Tenure / Hours:	Full time. Monday to Friday
Directorate and Work Unit:	Works and Services
Responsible to:	Director of Works and Services
Responsible for:	Project Delivery Team – Roading and Piped Networks; Core Services Team – maintenance and delivery for Roading and Piped Networks; associated Administration support. Approximate FTE: 22
Budget Responsibilities:	$1.85m expenditure. Approves and authorises up to $20m per annum.
Delegations:	As per Delegations register
Date:	December 2014

ORGANISATIONAL CONTEXT (from CEO down)



JOB PURPOSE

The Manager - Engineering Services Group is responsible for operation of an in-house consulting business unit supplying engineering design and professional ancillary services to Council and Community Board clients.

The Manager - Engineering Services Group will be a member of the Works and Services Directorate Senior Management Team.

FUNCTIONAL RELATIONSHIPS

It is a key responsibility that relationships must be developed and maintained in such a way as to bring about a positive and respectful response from those the jobholder liaises with.

EXTERNAL TO COUNCIL	WITHIN COUNCIL
▪ Clients/public.	▪ Division/Directorate Managers.
▪ Other local and regional authorities.	▪ Team members in Division/ directorate
▪ Outside agencies, Community groups and professional organisations.	▪ Other Invercargill City Council employees
▪ Department of Labour and other regulators	▪ Directors and Chief Executive
▪ Contractors, consultants and suppliers	▪ Mayor, and Councillors

KEY ACCOUNTABILITIES	YOU ARE SUCCESSFUL WHEN
Client Management	
Developing and managing an internal consulting business offering quality advice and services to Council clients in a timely and service oriented manner.	▪ Clients are accepting and satisfied with the level of services provided. ▪ The services provided are technically suitable and are soundly based on accepted engineering principles. ▪ Development and implementation of activities follows accepted industry guidelines and meets legislative requirements of clients. ▪ Services are cost effective, efficient, timely and appropriate to the agreement made. ▪ Advice is objective and professional with appropriate reasoning and experiences contributed.
Operating the section in a commercial manner with a breakeven objective.	▪ Cost recovery for work undertaken is within agreed budget ranges. ▪ Business practices follow acceptable commercial approaches. ▪ Monthly accounting processes detail financial performance. ▪ Customers agree to pay for the services provided. ▪ You have developed effective working relationships with other technical providers in order to supplement skills when required. ▪ Staff charge-out rates are set at an appropriate level to enable financial obligations to be met in relation to contract completion.
Staff Management	
Maintaining and managing a team of suitably qualified and experienced technical, laboratory and administrative staff.	▪ You have identified and have sufficient technical expertise available to support your clients. ▪ You have staff who are competent, experienced and trained in technical and administrative areas relevant to the client base. ▪ You have a suitable range of technical staff who can provide cost effective services at different technical levels. ▪ You have active internal and/or external training programmes in

KEY ACCOUNTABILITIES	YOU ARE SUCCESSFUL WHEN
	place to enable the ongoing technical development of staff from engineering cadets through to senior staff. ▪ Appropriate people-driven quality assurance processes and programmes are in place to ensure best practice service delivery.
Customer Service	
Ensuring the consulting team is proactive and responsive to the needs of all customers and clients	▪ Teams are appropriately resourced to be able to meet with customers (and the public) within agreed levels of services with clients ▪ Clients have confidence in the team and unit management that the activities are implemented according to delegations or agreed responsibilities ▪ Team members understand and respect Council's "Our Compass" requirements and they are monitored in how they operate to demonstrate meeting this performance. ▪ Documented and reported responses to clients and the public are within agreed levels of services ▪ Advice (both verbal and written) is well communicated by the position holder and their staff
Project Leadership	
Ensuring that projects are well defined , appropriately resourced at suitable technical level and suitable control management structures established	▪ Suitably skilled and experienced staff area assigned to undertake projects ▪ Resources are allocated such that the best outcome (including value) can be shown to be delivered by assigning staff ▪ Projects are monitored via appropriate delegations and suitably scoped instructions ▪ Projects are successfully completed within time and cost agreed Projects have high technical client satisfaction and meet legislative and best practice guidelines
Leadership	
Leading and motivating all team members, ensuring a high performance team that develops professionally and delivers 'best practice'.	▪ You encourage the development of team members through the sharing of professional knowledge and experience. ▪ Team members understand and are motivated to achieve their objectives; guidance is readily provided when needed. ▪ You give regular, constructive feedback and acknowledge the efforts of others including giving praise where it is due. ▪ Business goals are met through the proactive and consistent application of performance and development processes; performance concerns are addressed promptly. ▪ Change is encouraged and supported where there is evidence that services/processes may be enhanced. ▪ Communication is open, honest, appropriate and considerate.
Team work	
Working together as a team to get the job done.	▪ You demonstrate positivity and respect, and support and care for your colleagues. ▪ You demonstrate initiative and commitment to team objectives, actively participating in group activities.

KEY ACCOUNTABILITIES	YOU ARE SUCCESSFUL WHEN
	▪ You are open and receptive to change. ▪ You challenge yourself and others to make it better. ▪ You maintain confidences and avoid hurtful gossip.
Professional Development - self	
Identifying areas for personal and professional development.	▪ Training and development needs are identified, agreed with y Director and implemented annually. ▪ Technical competency can be demonstrated through continu professional development and or membership of recognised profes bodies
Financial Management	
	▪ Budgets are prepared and monitored in accordance with Council guidelines and timelines. ▪ Expenditure is maintained within budget and delegated responsibilities. ▪ Projects are organised and financially managed for both clients and the consulting unit ▪ A professional and well considered business case is presented when requesting a change in resource requirements.
Civil Defence Emergency Management	
In a Civil Defence emergency, responsibilities are prioritised and team members appropriately assigned.	▪ You actively support Council's role in CDEM at Council and Emergency Management Southland, and team members understand their responsibilities in an emergency. ▪ In an emergency team members are assigned to prioritised tasks and their welfare managed.
Health and Safety	
Effectively managing workplace health and safety. All managers are expected to both model and champion Health and Safety excellence.	▪ You understand and consistently meet your obligations under Council's Health and Safety policy/procedures. ▪ You actively encourage and challenge your peers to work in a safe manner. ▪ Effort is made to strive for best practice in Health and Safety at all times. ▪ Structured audits of projects are undertaken for projects appropriate to the scope of the work ▪ Processes with contractors are developed to demonstrate an improving health and safety environment
Other Duties	
From time to time you may be required to undertake duties in addition to those outlined but which fall within your capabilities and experience.	▪ You respond positively to requests for assistance in your own and other areas, demonstrating willingness and adaptability.
Looking for opportunities to improve systems, processes and work practices – both within your own position and the organisation as a whole.	▪ You suggest new ideas and make refinements to systems, processes and work practices within your own role, and make suggestions for improvement to the organisation as a whole.

NOTE: The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between you and your Director as part of the performance development process.

PERSON SPECIFICATION

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current job holder has). This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

	ESSENTIAL	DESIRABLE
Education and Qualifications	▪ Hold a Batchelor of Engineering or higher qualification with a specialty area. ▪ Hold a current full NZ driver's licence.	▪ Hold a high tertiary qualification at degree level in Engineering or higher. ▪ Is an accredited Professional engineer. ▪ Membership of a recognised Professional Body (e.g. MIPENZ.)
Knowledge, Skills and Experience	▪ Demonstrated public and/or group presentation skills are essential. ▪ At least 10 years post-qualification engineering experience, preferably gained within a large organisation ▪ A minimum of five years with demonstrated experience in leading, encouraging and managing staff within a user focused environment. ▪ Demonstrated knowledge of the management of a multi-disciplined design services section, operating as an "in-house" business unit, in a local authority environment. ▪ Demonstrated experience in achieving goals in a tight financial environment. ▪ Demonstrated experience in contract negotiation and implementation of same. ▪ Project management experience. ▪	▪ A good level of IT ability is desirable. ▪ Experience and/or qualifications in Health and Safety Management.
Personal Qualities	▪ Friendly, co-operative, supportive and user focused approach to life in general. ▪ Possess an ability to inspire confidence from users of the services supplied, and from staff managed. ▪ Be supportive of, and active in, the Works and Services senior management team	

CHANGES TO JOB DESCRIPTION

This Job Description may be reviewed as part of the preparation for your annual performance/development review.

Acknowledged / Accepted:

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Employee Date

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Director of Works and Services Date