

A recruitment poster for Hamilton City Council. The background is a scenic view of Hamilton, New Zealand, featuring a bridge over a river, surrounded by lush green trees and hills. In the upper left, a blue building with the 'Deloitte' logo is visible. A large, dark blue diagonal shape cuts across the lower half of the image, containing white text. In the top right corner, three overlapping white banners with black borders contain the text 'SHAPING AN', 'AWESOME', and 'HAMILTON' respectively.

SHAPING AN  
AWESOME  
HAMILTON

# OPERATIONAL PROGRAMME MANAGER - THREE WATERS

## INFRASTRUCTURE AND ASSETS

### WHY WE ARE HERE

**To improve the well-being of Hamiltonians, we need to become the leading community-focused Council, so Hamilton's full potential can be unlocked – making it the best place to live.**

The following values - *kia urutau*/adaptability, *kia ngaawari*/simplicity, *kotahitanga*/inclusiveness, *kaitiakitanga*/guardianship, and *kia manawanui*/ambition are what make our thinking and mindset unique to Hamilton, so we need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance. Our people are at the heart of everything we do.

### WHY THIS ROLE EXISTS

This position sits within the Infrastructure and Assets group. The purpose of this group is to plan, build, operate, and maintain quality assets and infrastructure.



## WHAT YOU WILL DO

Reporting to the Head of Operations & Process (Three Waters), as the Three Waters Operational Programme Manager you are responsible and accountable for the co-ordination and delivery of all approved non-capital waters related compliance and operational work programmes. Programmes are ongoing and delivery projects to improve water, wastewater and stormwater network and treatment plant business process across Hamilton. Key Work Programmes include programmes such as Inflow & Infiltration, Leak Detection, Three Waters Education & business improvement initiatives.

Reports to	Head of Operations & Process
Responsible for (total number of staff)	N/a
Delegation	\$-
Budget	\$-

## KEY OUTCOMES

Some of the **key outcomes** for this role include:

- Programme lifecycle management.
- Model and promote recognised project management processes and methodologies.
- Define programme controls and milestone management.
- Report and manage benefits from the programme.
- Programme, supervise and coordinate the delivery, planning, implementation, documentation and activities of a portfolio of operational projects
- Proactively monitor the progress of the programme and associated projects/programmes of work and provide regular, accurate and timely reporting to the Three Waters Senior Leadership Team and other stakeholders.
- Identify and communicate resources required to support the delivery of the programmes of work/projects.
- Coach and support staff to project manage programmes of work to successfully deliver and achieve the outcomes of the programme
- Support budget managers to manage budgets related to the programme including updating relevant systems and reporting.

- Oversees risks and issues that arise over the course of programme and project coordination. Initiates risk mitigation and corrective action when necessary. Implement and manage approved program change and intervention requirements.
- Model and promote the organisation's vision, purpose and behaviours.
- Work collaboratively with internal and external stakeholders to ensure the best outcomes for the community.
- Proactively develop programme transparent communication and engagement plans.
- Develop and maintain internal relationships across council and connect people and projects to external stakeholders as required.
- Promote and ensure a strong Health and Safety culture as an essential part of project delivery.
- Adhere to health and safety policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.
- Works closely with other Programme managers around Council in order to ensure consistency in approach and knowledge sharing.
- Contributes to the planning and development of other programmes and key organisational projects.
- Participates in Civil Defence emergency events and training if required.
- Improves work processes and systems.
- Actively participate, comply and engage in all health and safety activities, policies, and practices including Civil Defence.

## HOW YOU WILL DO THIS

Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

## YOUR MINDSET, SKILLS KNOWLEDGE, AND EXPERIENCE

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

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values, so together we can drive the best possible outcomes for our community.

**Adaptability - Kia urutau** Anticipate, adjust and innovate.

**Simplicity - Kia ngaawari** Make it easier.

**Inclusiveness - Kotahitanga** Everyone matters.

**Guardianship - Kaitiakitanga** Champion Hamilton's long-term interests.

**Ambition - Kia manawanui** Courage to reach further.

## YOU BRING TO THE ROLE

- Tertiary qualification in a related field.
- Project and programme management training (PRINCE2/PMP, MSP).
- Good understanding of procurement processes and contract management.
- At least 10 years' experience in programme management and project management.
- Experience in providing financial and programme management reporting.
- Proven leadership skills with demonstrated ability to articulate the corporate vision and take people on a change journey.
- Self-awareness that mindset is the foundation of performance and an ability to develop self and others in this regard.
- Able to build relationships and experience working with a diverse range of stakeholders, technical experts, and community groups.
- Demonstrates a broad-based view of strategic issues and perceptive of their longer term and wider implications.
- Ability to innovate and maintain a big picture focus in a local context.
- Outstanding communications skills, including the ability to write clear and concise reports, and to give effective oral and visual presentations to internal and external audiences.
- Able to influence, co-ordinate and work with others to achieve outcomes, and facilitate contributions from people.
- Able to project manage processes and organise own work to achieve targets and deliver on deadlines.
- Experience engaging with cultural and community groups that have vested interests.

- Demonstrated ability in effective administration, leading a team, and interdisciplinary project management.
- Excellent analytical and problem-solving skills, able to interpret data and conduct research to inform decisions.
- Understanding of obligations of local and central government under the Treaty of Waitangi.

## HEALTH AND SAFETY

- All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing initiatives and programmes as required.

## CIVIL DEFENCE

- Completes Civil Defence training and participates in events as required.