

# 3 WATERS SENIOR COMPLIANCE OFFICER POSITION DESCRIPTION

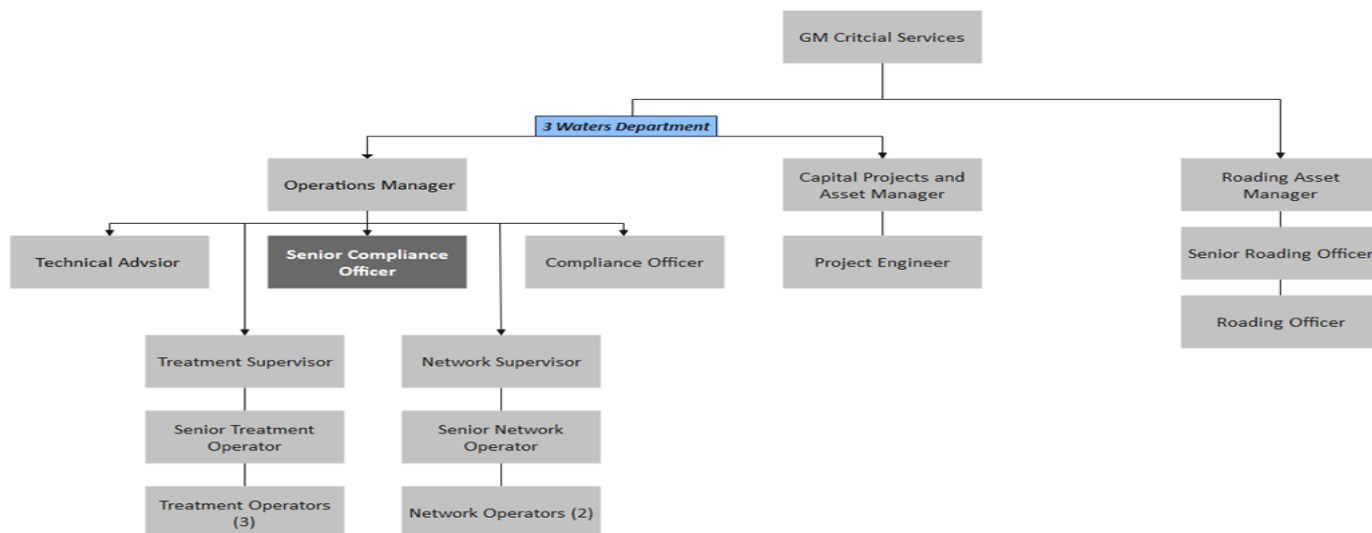


Department	3 Waters, Critical Services
Responsible to	3 Waters Operations Manager
Responsible for	No staff report to this role
Date	July 2025
Position Holder	
Hours	Fixed Term, Full-time, 37.5 hours per week, 07:30 am to 4:00 pm, Monday-Friday.

## 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.*
- *Assist with the training of Compliance Officers.*
- *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	✓	✓	✓	✓		✓
	3 Waters Capital Project and Asset Manager	✓	✓	✓	✓		✓
	3 Waters field team	✓	✓	✓	✓		✓
	3 Waters Compliance Officer	✓	✓	✓	✓		✓
	Other council managers and staff	✓	✓	✓	✓		✓
External	Members of the public	✓		✓	✓		✓
	Consultants and contractors	✓	✓	✓	✓	✓	✓
	Taumata Arowai	✓	✓		✓		✓
	Southland Regional Council (Environmental Southland)	✓	✓		✓		✓

## Key Results Area

The position objectives of the 3 Waters Senior Compliance Officer encompass the maintenance following areas:

- Compliance
- Bylaws and Policy
- Trade Waste
- Drinking water compliance
- Asset Management
- Customer Service Objectives

Any other duties that may be assigned by the 3 Waters Operations Manager.

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

What you will do to Contribute	As a result, we will see
<b><i>Compliance</i></b> <ul style="list-style-type: none"> <li>• Be familiar with all resource consent requirements and renewal timeframes.</li> <li>• Be the main point of contact in regard to compliance in the 3 Waters team,</li> <li>• Monitor associated elements so that sampling can be appropriately scheduled and completed.</li> <li>• Liaise with the 3 Waters Treatment Supervisor to program and achieve resource consent monitoring requirements.</li> <li>• Ensure consent monitoring results are accurately collated, inputted, and analysed to determine the effectiveness of the activity.</li> <li>• Develop a comprehensive knowledge and manage the databases and systems used by the 3 Waters team.</li> <li>• Ensure the compliance database is always kept up to date.</li> <li>• Generate appropriate technical reports observing consent compliance status and future compliance outlook as requested by the 3 Waters Operations Manager.</li> <li>• Liaise with the Southland Regional Council on behalf of the Council in regard to consent compliance.</li> <li>• Produce annual reports for consents and respond promptly and thoroughly investigate complaints of non-compliance.</li> <li>• Critically review technical reports and legislation to determine impacts for the 3 Waters team.</li> </ul>	<ul style="list-style-type: none"> <li>• You will accurately collate, input, and analyse consent monitoring results.</li> <li>• Comprehensive knowledge of the database and management of other systems used by the 3 Waters team.</li> <li>• Database is always up to date.</li> <li>• Annual reports for consent and technical reports as requested.</li> <li>• Complaints with non-compliance are investigated and dealt with.</li> <li>• Researching ways to improve the impacts for the 3 Waters team.</li> <li>• Reports for committee meetings as required.</li> <li>• Health and safety reports and standard operating procedures developed as required.</li> </ul>

---

**Bylaws and policy**

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Ensure appropriate bylaws, acts, regulations, and any other legislative requirements are complied with and are up to date.</li><li>• Hold a good knowledge of the bylaws and policies used by the 3 Waters Team to be able to give advice when requested.</li><li>• Be the main point of contact in the team regarding bylaws and policies. Ensure compliance with these documents.</li><li>• Update bylaws and policies when renewal is required, draft new policies and bylaws as requested by the 3 Waters Operations Manager.</li><li>• Provide best practice advice in response to enquiries regarding policies and bylaw requirements for activities that affect the 3 Waters team.</li></ul> | <ul style="list-style-type: none"><li>• Point of contact in the team and ensure compliance with these documents.</li><li>• 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.</li><li>• Oversee and promote the backflow prevention activity for the 3 Waters.</li><li>• Bylaws and policies are up to date and presented within the required timeframe.</li></ul> |
|---|--|

---

**Trade Waste**

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• Understand and sponsor the Trade Waste Bylaw for the 3 Waters team.</li><li>• Be a point of contact in the department regarding trade waste inquiries.</li><li>• Provide trade waste advice in assessments of regulatory applications.</li><li>• Respond to and thoroughly investigate trade waste complaints and enquiries in a timely fashion.</li><li>• Manage and document the trade waste application process and approvals.</li><li>• Conduct trade waste assessments, including site visits and liaise with premise owners, promoting a good working relationship between both parties.</li><li>• Manage the trade waste consent database and maintain it with up-to-date information.</li><li>• Produce timely reminders to consent holders of the impending expiry of trade waste consent.</li></ul> | <ul style="list-style-type: none"><li>• Point of contact in the department.</li><li>• Trade waste complaints and enquiries are responded to and thoroughly investigated in a timely fashion.</li><li>• The trade waste consent database is managed and maintained, with up-to-date information.</li><li>• You will accurately collate, input, and analyse trade waste consent monitoring results to determine compliance of trade waste consumers.</li><li>• Timely reminders to consent holders of the impending expiry of trade waste consent.</li></ul> |
|---|--|

<ul style="list-style-type: none"> <li>• Monitor conditional consent holders and ensure they are fulfilling the consent conditions.</li> <li>• Liaise with the 3 Waters Treatment Supervisor to plan trade waste sampling when required.</li> <li>• Ensure trade waste consent monitoring results are accurately collated, inputted, and analysed to determine compliance of trade waste consumers.</li> <li>• Monitor trade waste compliance and produce reports on compliance at regular intervals for internal reporting purposes.</li> </ul>	
<p><b><i>Drinking water compliance</i></b></p> <ul style="list-style-type: none"> <li>• Be familiar with the compliance requirements of the DWQAR.</li> <li>• Ensure information is accurately inputted into the Hinekōrako database as required.</li> <li>• Monitor raw water quality and quantity at the Council's water sources.</li> <li>• Respond to enquired regarding water quality and quantity in a timely fashion.</li> <li>• Ensure water sampling information is accurately collated, inputted, into the Council's database.</li> <li>• Liaise with Taumata Arowai representatives regarding drinking water compliance.</li> <li>• Produce water quality and quantity information or reports as requested by the 3 Waters Operations Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• The Hinekōrako database is updated with the information as required.</li> <li>• All the enquiries have been responded to regarding water quality and quantity in a timely fashion.</li> <li>• You will accurately collate, input, and analyse water sampling information in a database.</li> <li>• Provide reports requested by the Operations manager</li> <li>• Reports for committee meetings as required</li> </ul>
<p><b><i>Asset management</i></b></p> <ul style="list-style-type: none"> <li>• Assist with the preparation of the Council's Long-Term Plan and any other plans as required.</li> <li>• Collate relevant asset information and update the Activity Management Plans from time to time as requested by the 3 Waters Asset Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Collating relevant information and updating the Activity Management Plans from time to time as requested.</li> <li>• Assisting with accurate asset data collection and inputting of data to asset management systems.</li> </ul>

<ul style="list-style-type: none"> <li>• Develop confident knowledge in the use of AssetFinda software for asset management purposes.</li> <li>• Assist with accurate asset data collection and input of data to asset management systems.</li> <li>• Analyse data and technical information to participate in planning requirements for demand, and renewals and to achieve levels of service.</li> <li>• Assist with asset valuation and data consolidation projects as required.</li> <li>• Complete improvement plan projects as requested by the 3 Waters Operations Manager.</li> <li>• Track performance and achievement of improvement plans for the 3 waters.</li> <li>• Monitor and report compliance annually of level of service targets and internal key performance indicators.</li> <li>• 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Performance and achievement of improvement plans for the 3 waters activities are being tracked.</li> <li>• The levels of service reports for the wider assets team are collated regularly, for Asset Managers to review and the agenda deadlines are met.</li> </ul>
<p><b><i>Customer service objectives</i></b></p> <ul style="list-style-type: none"> <li>• Be the primary liaison for bylaws, policy, trade waste, compliance, and water quality for the public and other staff members.</li> <li>• 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.</li> <li>• Provide well-researched, timely, and accurate responses to 3 Waters Operations Managers as required.</li> <li>• Exhibit a professional manner that always presents the Council in a good light.</li> </ul>	<ul style="list-style-type: none"> <li>• Professional manner is always exhibited that presents the Council in a good light.</li> <li>• Prompt responses to the requests for service, complaints, and comments from the public that are friendly, courteous, and non-bureaucratic.</li> <li>• Data is shared with the Operations Manager as requested.</li> </ul>

## Financial Responsibility

	Yes	No
Controls a budget	✓	

## Person Specification

The successful candidate will need the following:

Essential:	Desirable:
Engineer, science, or treatment plant-related degree or diploma	Professional degree in engineering or science.
Minimum of 3 years of experience in a similar role.	4-5 years of experience in a similar technical role.
Proven experience in an administrative role with good written communication skills	
Ability to use computer programs such as Microsoft Suite	

### Specific Skills

- Possess a good level of computer literacy, including spreadsheets, databases, and word processing programmes.
- Can understand and present research data.
- Be capable of writing reports to set standards 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, result orientated, and have an inquisitive mind.

## Te Tiriti

As an organization, we recognize the significance of Te Tiriti o Waitangi (the Treaty of Waitangi) in shaping Aotearoa New Zealand. We are committed to honouring its principles in our work environment.

## 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.