PO Box 965, Rarotonga Cook Islands Phone (682) 24 479, Web: www.totatouvai.co.ck

# POSITION SUMMARY

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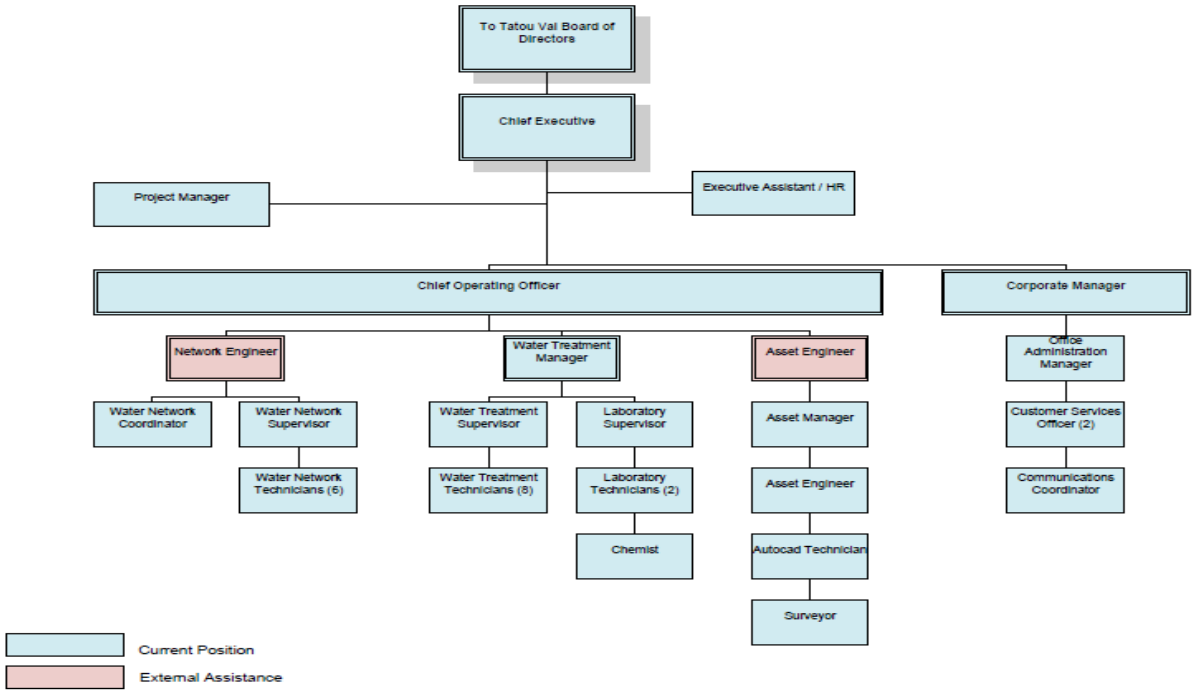
| **Job Title:** | **Chief Operating Officer (COO)** |
| **Responsible To:** | The Chief Operating Officer reports to the Chief Executive and will support the Chief Executive in building the capability of the business through strong leadership and the development of trusted relationships with staff and stakeholders. |
| **Responsible For:** | • Water Network Operations and associated Staff<br>• Water Treatment and Laboratory Operations and associated Staff<br>• Asset Management Operations and associated Staff<br>• Project Management and associated Staff |
| **Liaise with:** | Corporate Manager |
| **Job Purpose:** | Responsible for the overall management, overseeing the day-to-day administrative and operational functions of the business. |
| **Job Classification:** | Management of operational activities. |
| **Date updated:** | November 2020 |

## AGENCY VISION

**Our Vision:** A community-trusted supplier of water services.
**Our Mission:** A reliable water supply that is safe to drink – improving the wellbeing of our Cook Islands people.
**Our Values:** Customer First, Accountability, Teamwork, Clear communications, Honesty.

## ORGANISATIONAL STAFFING STRUCTURE



## KEY RESULT AREAS (KRA'S)/OUTPUTS

| KRAs for this position | Key Performance Indicators *(use SMART principles)* |
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| **KRA 1: Institutional Functions**<br>Assist the CE in instilling and embedding the Vision / Mission and Values of the company as bedrocks of decisions and work attitude. | The Staff consider the Vision, Mission, and Values in their daily activities measured by review of decision-making tools and processes developed by the COO.<br><br>General instructions and Code of Conduct are developed and/or enhanced to ensure the effective and efficient performance of employees. |
| **KRA 2: Operations and Maintenance**<br>Oversees the planning of activities and operations for the:<br>• Water Treatment Division<br>• Network (Reticulation) Division<br>• Asset Management<br>• Project Management.<br><br>Plans the medium and long-term work requirements for the:<br>• Water Treatment, Network and Asset Division;<br>• And oversees the short-term operations managed by the Water Treatment Manager (WTM). | Assist the CE to ensure medium and long-term work requirement are aligned to the strategic plan and the national sustainable development plan.<br><br>Annual business plan achieves the vision and purpose of the strategic plan.<br><br>Divisional activities and operations are delivered to the approved standards and within approved timeframes The Water treatment work is executed in a manner that meets the adopted drinking water standard requirements. |
| Ensures the water treatment plants are operated and maintained accordingly.<br><br>Oversees the development of an Operations Manual, procedures, and guidelines for the Water Treatment Operations.<br><br>Ensure the WTM schedule activities to be undertaken by the Water Treatment and Laboratory staff. | Ensure the Water Treatment staff follow and adhere to the manual, guidelines, and other procedures set forth by TTV and relevant legislation. |
| Ensure the Network team's activities are scheduled and following the long-term plan of work.<br><br>Ensures the network system is fit for purpose and delivers water to the requirements of the adopted drinking water standard and the To Tatou Vai Authority Bill criteria. | The reticulation network is maintained in a fit for purpose manner.<br><br>The Assets are managed in an optimal, predictive maintenance and appropriately documented manner. |

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| Ensure the Project management associated work is planned, authorised, and executed within the defined timeframe, budget, and quality and following the Project Management System – PRINCE2 or Similar.<br><br>Ensure any TTV Code of Practice is optimised, reviewed, and renewed as appropriate and presented to the CE.<br><br>Report to and liaise with CE, and coordinate with the Te Mato Vai project and other infrastructure agencies or businesses of any operational matters. | Projects are delivered on time and within budget and high quality. |
| **KRA 3: Occupational Health and Safety (OHS) Practices**<br>Responsible for ensuring a safe workplace and adopting OHS requirements and safe work practices.<br><br>Ensure all staff in Operations and any sub-contractors, visitors, or as necessary are in a safe environment.<br><br>Develop safety plans and Job Safety Data Sheet (JSDA).<br><br>Ensure staff reports any accidents, injuries, near misses, and other incidents, and the CE is informed.<br><br>Develop and ensure the Operation teams implements, directs, and enforces safety and risk management programs. | Workplace incidences are minimised.<br><br>Procedures are developed and actively observed and practiced.<br><br>No public complaints relating to safety practices are tendered to TTV. |
| **KRA 4: Budget and Finance**<br>Assist the CE with budget preparation, proposals, and financial reporting.<br><br>Assist and liaise with the Corporate Manager on procurements.<br><br>Inform the CE of any underspend or overspend against budget.<br><br>Ensure correct procedures are followed for Expressions of Interest (EOI) for goods, consumables, and services and work within the delegated procurement limits. | The CE is able to develop a budget in confidence.<br><br>Annual Budgets reported in a timely manner.<br><br>All procurement is justified and meets the requirements of the Vision, Mission, and Values of TTV.<br><br>Operations spending is managed and reported within budget.<br><br>All stock, consumables are reordered in a safe and optimal manner.<br><br>All financial reports obligations adhere to the manual, guidelines, and other procedures set forth by TTV, MFEM and relevant legislation. |
| **KRA 5: Training and Development**<br>Identify and assess the training requirements for direct reports and for the operations division to ensure operations staff are: | Performance reviews are completed on an annual basis |

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| • Able to perform their tasks/role in a safe manner and to the optimum performance;<br>• Staff have a clear professional development path.<br><br>Oversee the implementation of training both in-house and external, to an agreed standard. | Job descriptions within Water Network Operations, Water Treatment and Laboratory Operations, Asset Management Operations and Project Management are developed or reviewed for all positions on the approved organisational structure and aligned to the business and strategic plan goal and presented to the CE for approval.<br><br>Training agreements and records (internal and external) are successfully executed, maintained, and reviewed with the CE. |
| **KRA 6: Planning, risk, and Project Management**<br>Assist the CE with the planning of capital, operational, and project-related activities.<br>Develop a Quality systems to ensure compliance to standards and to ensure risk is minimised.<br><br>Identify and address risks to the company, and assess the risks through the risk management matrix and other tools.<br><br>Oversee the management of projects on a management by exception. | Planning of works is adopted and ratified by the CE and or TTV Board.<br><br>Projects are managed with systems that allow for management by exception.<br><br>Risks are managed and mitigated in accordance with the risk management plan.<br><br>Reporting of issues and risks is timely and identified with consequences and likelihood.<br><br>Weekly/Monthly and Tri-annual work plans are developed and communicated to the CE. |
| **KRA 7: Demonstrate compliance with regulatory agencies**<br>The operations department are to meet all applicable regulatory requirements or standards. | All requirements, internal and external are met to the satisfaction of the Authority and CE. |
| **KRA 8: Commercial and Other**<br>Oversee and verify any quotes for services issued to external parties.<br><br>Manage document control and oversee the maintenance of records for procurement.<br><br>Identify resource levels with the CE and oversee the recruitment process as needed. | External services are justified and are within budget.<br><br>The document control process is followed through.<br><br>Recruitment is managed with TTV guidelines. |

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| **KRA 9: External Relationships**<br>Establish, develop, and maintain consultative and effective working relationships and partnerships with key stakeholders. | Ensure strong lines of communication and relations with key stakeholders, and maintenance of these relationships<br><br>Good working relationships are developed, enhanced, and maintained |

## WORK COMPLEXITY

| *Indicate most challenging problem-solving duties typically undertaken (3-4 examples):* | |
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| 1 | Must be able to develop long range plans relating to the maintenance and operation of the Water Treatment Plants. |
| 2 | Accountable for effective supervision and training of field staff. |
| 3 | Analysis of operational data to ensure sufficient operations. |

## AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority if any*)

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| **Financial** | Subject to a level via CE and TTV Board approval. |
| **Staff** | Responsible for recruiting, managing performance and dismissal of staff in consultation with the CE. |
| **Contractual** | As consulted and delegated by the CE. |

## FUNCTIONAL RELATIONSHIPS

| External | Internal |
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| General public<br>Government Agencies<br>Cook Islands Investment Corporation<br>Suppliers<br>Contractors engaged by TTV.<br>Watercare NZ, NZMFAT<br>Landowners – Intakes and Catchments | TTV CE (Direct)<br>TTV Board<br>TTV Managers<br>TTV Staff within the operations division (Direct)<br>TTV Staff within other divisions (Indirect) |

## QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

| **Essential:** (least qualification to be competent) | **Desirable:** (other qualifications for job) |
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| Degree in Engineering or similar as demonstrated. | Qualifications in Project Management or Business Management. |

## EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

| **Essential:** **(least number of years to be competent)** | **Desirable:** **(target number of years you are looking for)** |
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| 5 years' experience working in a utility environment in senior operations role and with management experience in:<br>• Operations;<br>• Asset;<br>• Reticulation;<br>• Processes;<br>• Inventory;<br>• Project Management;<br>• Construction and;<br>• Occupational Health and Safety. | 8 to 10 years' experience in operations management in a utility setting with reticulation preferable with Water Treatment and distribution systems. |

## JOB SPECIFIC COMPETENCIES

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| **Attention to Detail** | Excellent attention to detail and written skills when communicating with others both internally and externally. |
| **Communication** | The ability to communicate clearly and concisely, varying communication styles depending upon the audience.<br>Cook Island Maori language skills favourably looked upon. |
| **Commerciality** | Ability to apply knowledge in a practical, commercial manner. |
| **Teamwork** | Leading a team and the willingness to assist and support others as required and get on with team members. |
| **Time Management** | Accomplish objectives effectively within the time frame given and carry out administrative duties within the portfolio in an efficient and timely manner. |
| **Standards/ Regulations** | Have a working knowledge of regulations, codes, and standards relevant to a Utility organisation and specifically the water industry. |
| **Environment Awareness** | Have a working knowledge of the environmental impacts of manufacturing and water treatment operations. |
| **Software applications** | Proficient use of Microsoft programmes and KoBo.<br>Understand SCADA and CITEC systems and applications. |
| **Knowledge of Equipment** | Computers, PPE, lab equipment, chemical treatment equipment. |
| **Fit for Application** | Level of fitness and flexibility to have the ability to safely climb ladders, walk 500m in undulating terrain, and work on platforms and stages in a confident and competent manner. |

## CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the work environment - including technological or statutory changes.

**Approved:**

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Chief Executive Date

_____ _____

Employee Date