

POSITION TITLE:	Catchment Operations Analyst		
GROUP:	Integrated Catchment Management	SECTION:	Catchment Operations
REPORTS TO:	Catchment Management Lead – Operations Support		
RESPONSIBLE FOR:	n/a		
FAMILY:	TS4	GRADE:	16
DATE REVIEWED:	September 2023	JOB NUMBER:	

HBRC STRATEGY

Our Vision:

We want a healthy environment and a resilient and prosperous community.

Our Purpose:

We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

Our Values:

- **Partnership and Collaboration:** We work with our community in everything we do.
- **Accountability:** We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers' funds and assets
- **Transparency:** We report on what we do and the value this delivers for our community
- **Excellence:** We set our sights and expectations high, and never stop striving to do better

Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kounga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

POSITION SUMMARY

The Catchment Operations Analyst will work with Catchment Management Leads and Advisors across the Catchment Operations section to identify, prioritise and coordinate improvements to systems and processes. The Catchment Operations Analyst will be required to engage with Catchment Operations teams to understand their operational and administrative needs and ensure new and/or improved solutions are fit-for-purpose. Relationships should be built with members of the ICT section, system developers, and other key stakeholders to achieve the desired outcomes for the Catchment Operations section. The Catchment Operations Analyst will be a key driver of continuous improvement initiatives, liaising with teams to ensure solutions are implemented appropriately and that ongoing system administration and support is provided to users. Expectations will be regularly discussed and will be fair and reasonable within the broad requirements outlined below.

GROUP AND TEAM GOALS:

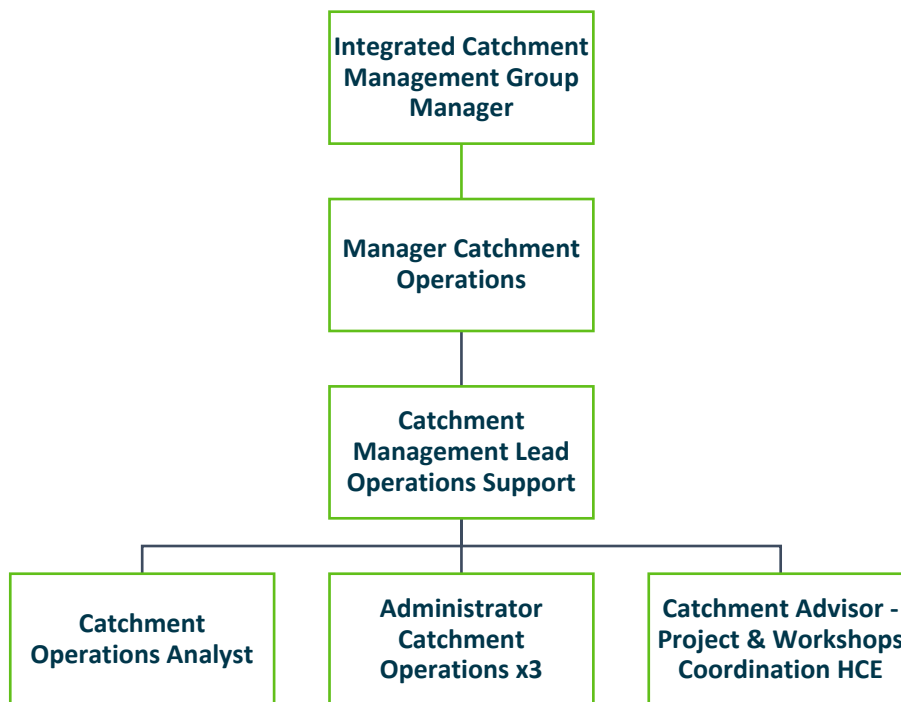
The Integrated Catchment Management (ICM) Group is the largest Group in the Regional Council. It includes functional delivery of programmes in environmental science, environmental information, catchment management, biodiversity/biosecurity management and policy implementation.

Integrated Catchment Management is a process that recognises that everything that happens within a catchment is linked. The aim is to integrate the Regional Council's activities and those of others working within the catchment to achieve overall outcomes. This group acts as HBRC's primary vehicle for delivering beyond-regulatory activities within our regional catchments.

The Catchment Operations section oversees and coordinates Councils catchment management, biosecurity and biodiversity functions.

- The Operations Support team will work closely with the broader Catchment Operations section and will service all work programmes undertaken as and when required. Operations Support will also lead continuous improvement initiatives to ensure all administration, systems and tools are designed and implemented in a way that will guarantee effective and efficient work towards the broader sections objectives and desired outcomes.

ORGANISATIONAL CONTEXT



JOB SPECIFIC ACCOUNTABILITIES

- Collaborate with Catchment Management Leads and Advisors to identify and prioritise improvements to systems and processes used in the delivery of Catchment Operations' projects and programmes.
- You will be expected to have a working knowledge and understanding of the broader work undertaken by the wider Catchment Operations section so that you can appropriately support the teams with their system and process requirements.
- Actively consult with key personnel to understand the way the team works, their desired outcomes and existing tools, resources, systems, and processes.
- Identify potential risks with the sections current systems and processes and work on improvements to mitigate them.
- Research and collate information to ensure all perspectives and impacts of proposed changes/improvements

are understood and considered.

- Actively champion business solutions, providing user training with a focus on user experience and satisfaction.
- Facilitate technical support and partnerships with the ICT and GIS sections.
- Ensure solutions align with relevant organisation strategies, are fit for purpose, and follow best practice and desired outcomes are achieved.
- Work collaboratively with HBRC and other Local Government / Regional Councils and external groups to facilitate knowledge sharing for ongoing improvement.
- Advise section and appropriate stakeholders when small changes can be made to quickly improve efficiency.
- Manage the change implementation process through clear communication and documentation of the proposed change.
- Manage the documentation of processes in Promapp.
- In conjunction with the Manager Catchment Operations and Catchment Management Lead, collaborate with other relevant sections of Council to effectively drive integrated approaches to Catchment Management to achieve Level of Service Targets and overall outcomes for Catchment Operations.
- Work with teams across Council contributing to sound processes and practices for monitoring, evaluating, and reporting on the effectiveness of catchment activities.
- Contribute to the Quality Management System as part of everyday business practice, including developing, reviewing, and improving business processes, maintaining a strong customer focus and a commitment to continuous improvement.
- Ensure the section reporting requirements are met and in a timely fashion, including reviewing the reporting process to ensure it is fit for purpose, robust and efficient.
- Support team members to achieve milestones through system improvements.
- Take personal accountability for decisions made.

FUNCTIONAL RELATIONSHIPS

Internal

- Group Managers
- Executive Team
- Elected members
- Team members

External

- Consultants and contracts
- Government agencies and departments
- Local authorities
- Technical and legal professional
- Iwi and other community groups
- Members of our community

COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under our purpose statement, "working with our community" is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is projected at all times in dealing with external contacts.
- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved.
- Customers are satisfied with responses to written or verbal requests for information.

CONTINUOUS IMPROVEMENT

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager.
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your manager.
- Showing a strong team commitment, as indicated by peer feedback and your manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging other ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your manager.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

HEALTH AND SAFETY

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.
- Comply with the COVID-19 Public Health Response (Vaccinations) Order 2021.

EMERGENCY MANAGEMENT

When a Civil Defence event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities after providing required support for your family and dependants. All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area. This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.
- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuity Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

PERSON SPECIFICATION

Minimum Qualifications and Experience required.

- Relevant bachelor's degree, equivalent qualifications, or relevant work experience (3+ years)
- Valid driver's licence required

Knowledge

The following indicates what would typically be expected for this role at a competent level:

- Proficiency in MS Word, Excel, Visio, Project, PowerPoint, GIS and other database and information management systems.
- High level of ICT technical knowledge is essential.
- Working knowledge of Sharepoint, Workflow Automation tools, PowerBI, Dynamics CRM, IRIS, Technology One and other systems that make up part of the Catchment Operations framework.
- A sound understanding of current operational tools and solutions for farming systems and rural issues
- Analytical and evaluation skills.
- Strong written and verbal communication skills.
- Strong time management skills, including managing and prioritising work and ensuring outcomes are delivered on time.
- Knowledge of financial reporting systems and requirements.
- Knowledge of business process mapping.
- Collaborative work practices to build strong working relationships.
- Demonstrated problem-solving skills with the ability to think strategically and laterally to make effective recommendations.
- Ability to exhibit Project Management, Change Management & Business Analysis practices in all work undertaken.
- Proven ability to manage people and behaviour change when new tools, processes and standards are introduced.
- Ability to plan, facilitate and run workshops.
- Knowledge of the development and maintenance of training and user support processes and documentation.
- Proven ability to work independently using sound judgement and initiative; and collectively within a team environment.
- Sound understanding of tikanga Māori and Māori values and an appreciation as to how they relate to Regional Council functions and plan and policy development.

Personal Attributes

- Sound judgement and initiative
- Ability to create harmony in a team.
- Ability to anticipate change, remain flexible and be innovative.
- Self-motivated with excellent planning and organisational skills; and the ability to prioritise tasks to meet deadlines and effectively manage changing priorities.
- A high level of accuracy and attention to detail.
- Excellent interpersonal skills with the ability to initiate and engage effectively at all levels, internally and externally.
- Ability to effectively gather multiple sources of information and apply technical and analytical skills to make effective decisions.
- Ability to effectively plan, organise and co-ordinate work to ensure that goals are achieved with the highest quality of work possible within agreed timeframes.
- Ability to clarify objectives, identify key issues, consider all perspectives and evaluate.
- Ability to cope with a variety of work and on occasion difficult situations.
- A high level of courtesy and listening skills.

Awareness

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

CHANGES TO JOB DESCRIPTION

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

ACKNOWLEDGEMENT

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.

Employee Signature

Date

Printed Name