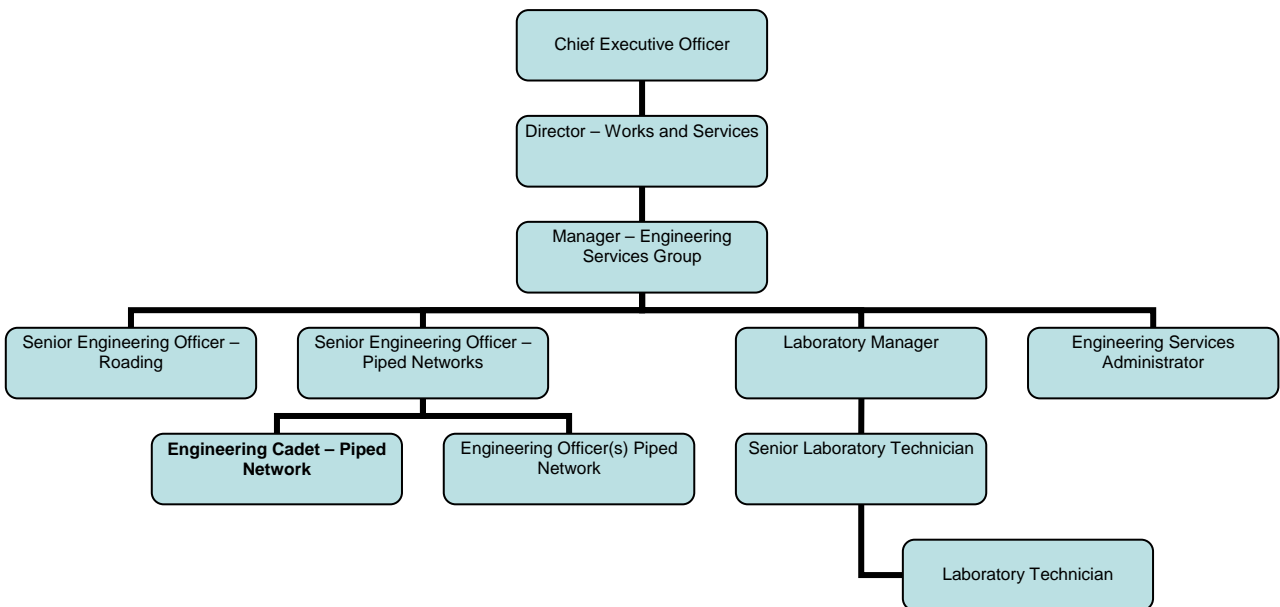


JOB DESCRIPTION	
Job title	<b>Engineering Cadet – Piped Network / Roothing</b>
Tenure/Hours:	Full-time, permanent – 40 hours per week
Directorate/Work Unit:	Works and Services
Responsible to:	Manager – Engineering Services
Responsible for:	N/A
Budget responsibilities:	Operating expenditure: \$nil
Delegations:	The <b>Engineering Cadet</b> will make decisions according to the authority delegated by the Engineering Services Manager
Job Purpose:	To assist in the delivery of engineering services to Council clients in a timely and service orientated manner.
Date:	03 November 2009

**Organisational context (from CEO down)**



## Functional Relationships

*It is a key responsibility that relationships must be developed and maintained in such a way as to engender a positive and respectful response from those the Officer deals with.*

<b>External to Council</b>	<b>Within Council</b>
<ul style="list-style-type: none"> <li>Contractors</li> <li>Ratepayers</li> <li>External suppliers of services</li> <li>Members of the public</li> </ul>	<ul style="list-style-type: none"> <li>Engineering Services Groups Senior Staff</li> <li>Engineering Services Group Manager</li> <li>Asset Managers and staff</li> <li>Other Directorate staff</li> </ul>

## Key Result Areas

The position of Engineering Services Cadet Piped Networks OR Roading encompasses the following major functions or key result areas:

- To assist and support with engineering activities as directed by the Senior Engineering Officer
- To provide high quality customer service when interacting with Council clients , public and ratepayers in a friendly and positive manner

***The requirements in the above Key Result Areas are broadly identified below:***

<b>Jobholder is accountable for:</b>	<b>Jobholder is successful when</b>
<b>Engineering</b>	
Assisting with engineering investigations, surveys, draughting, traffic counting activities, routine maintenance inspections, designs (where appropriate), preparation of contract documentation and general office duties.	<ul style="list-style-type: none"> <li>Carry out duties as requested in a careful, timely, diligent manner, within agreed timeframes and budget constraints.</li> <li>Documentation of all procedures to be concise, neat, accurate, complete and auditable.</li> </ul>
Accurately and efficiently undertaking design and investigation functions as requested.	<ul style="list-style-type: none"> <li>All data is obtained in an accurate manner and entered into the appropriate Corporate programmes accurately and efficiently with minimal, if any, errors.</li> <li>Designs are prepared following recognised standards and guidelines utilising appropriate software solutions.</li> <li>All necessary results are accurately and efficiently obtained, printed and reviewed appropriately.</li> </ul>
Gathering, processing and documentation of information relating to the Client's assets.	<ul style="list-style-type: none"> <li>Data is compiled in an agreed, concise, accurate and complete manner and entered into databases within agreed timeframes.</li> </ul>
<b>Administration</b>	
Following administrative procedures of Engineering Services Group and Council.	<ul style="list-style-type: none"> <li>Complete timesheets, leave forms and other administrative procedures in a timely and supportive manner.</li> <li>Follow agreed guidelines on cell phone use ( including texting), use of fuel cards, study leave, start times, standard of dress and morning, lunch and , afternoon break times and durations.</li> </ul>
Accurately allocating chargeable time to each project.	<ul style="list-style-type: none"> <li>Allocation of chargeable time to each project is accurate and fairly represents that time taken.</li> </ul>

<b>Jobholder is accountable for:</b>	<b>Jobholder is successful when</b>
Utilising Corporate systems.	<ul style="list-style-type: none"> <li>Is able to demonstrate that use of Pathways and BURT is consistent with the direction set for Engineering Services.</li> </ul>
<b>Customer Service</b>	
Providing both internal and external customers with a high quality, responsive, service at all times.	<ul style="list-style-type: none"> <li>Consistently demonstrates respect, responsiveness and professionalism while providing superior service for customers.</li> <li>Service requests are responded to within the allocated timeframes such that requests do not escalate to Priority 1</li> <li>Results of investigation of service requests are communicated to the initiating customer advising them of the planned actions and the time when these will occur.</li> <li>Problems and complaints are acknowledged and attempts made to resolve them in a timely fashion, seeking advice from senior staff where required.</li> <li>Complies with Council confidentiality policies when dealing with customer information.</li> </ul>
<b>Teamwork</b>	
Effectively working within a team environment.	<ul style="list-style-type: none"> <li>The job holder makes a positive contribution to the team by being co-operative and supportive; enthusiastic and in good humour; positive and constructive; able to show initiative; professional at all times; committed to team objectives; and is respectful of other team members at all times.</li> <li>Actively participates in group activities.</li> </ul>
<b>Self Management</b>	
Demonstrating self motivation; is pro-active and displays initiative.	<ul style="list-style-type: none"> <li>Tasks are identified and undertaken in advance of their need or referred on as appropriate.</li> <li>Potential problems are identified and timely corrective action is taken where possible. If problems cannot be resolved promptly the job holder reports these to the Manager.</li> </ul>
Taking responsibility for efficiently managing own workload.	<ul style="list-style-type: none"> <li>Work is appropriately prioritised.</li> <li>The Manager is informed before workload becomes too much or too little.</li> <li>The jobholder uses logic, analysis and good judgement, and does not have to be told when to do things.</li> </ul>
<b>Health and Safety</b>	
Taking all practicable steps to ensure personal safety, and the safety of others, while at work, according to Council's health and safety policies, procedures and systems.	<ul style="list-style-type: none"> <li>The job holder is observed to actively support Council's health and safety activities and operates safe work practices at all times.</li> <li>All observed hazards to the health and safety of staff or others have been reported and/or appropriate corrective action has been taken. All hazards, accidents or injuries, including muscle pain and discomfort, have been reported and recorded using correct procedures.</li> </ul>

<b>Jobholder is accountable for:</b>	<b>Jobholder is successful when</b>
<b>Professional Development</b>	
Identifying areas for personal and professional development.	<ul style="list-style-type: none"> <li>A formalised plan of personal and professional development is identified and agreed upon with the job holder's direct line manager on an annual basis and is implemented.</li> </ul>
<b>Other duties</b>	
From time to time the job holder may be required to undertake duties in addition to those outlined but which fall within the capabilities and experience base of the job holder.	<ul style="list-style-type: none"> <li>The job holder responds positively to requests for assistance in other areas, and undertakes new work tasks with enthusiasm, interest and good humour.</li> <li>The job holder is a positive, willing, contributing and adaptable employee.</li> </ul>
Contributing to the overall goals and objectives of the Invercargill City Council through individual initiative and active team participation.	<ul style="list-style-type: none"> <li>All Council goals and objectives as they relate to the provision of the Engineering Services Group and Works and Services Directorate are met.</li> </ul>

### **Note**

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance development process. This section may be stapled directly into the Performance Development forms (Part 1 – Expected Results).

<b>Work complexity/Major decisions made</b>
<i>Most challenging duties typically undertaken:</i>
<ul style="list-style-type: none"> <li>Learning new engineering technical and administrative knowledge and applying it to day to day activities.</li> <li>Communicating with the public in resolving customer service requests.</li> <li>Understanding the impacts of the activities they are requested to undertake as part delivering a project as part of a team.</li> <li>Effectively balancing work responsibilities with the requirement to undertake external study.</li> </ul>

<b>Functional Relationship Skills</b>	
<b>Key internal and/or external contacts</b>	<b>Nature of the contact most typical</b> [e.g. courtesy, giving/receiving information, explaining things, liaising, advising, gaining co-operation, facilitating, influencing and persuading, resolving minor conflicts, mediating, negotiating, formal negotiation, supervising, leading]
Senior Environmental Services Group Staff	Receiving instructions and providing technical information.
Public and Customers	Liaising and receiving information. Showing courtesy and giving information. Resolving minor conflicts. Advising Council Policy.
Other Works and Services Staff	Giving and receiving information or instructions.

Key Skills/Attributes/Job specific competencies	
<i>The following levels would typically be expected for the 100% fully effective level:</i>	
Expert level	<p>Understand the reasons for undertaking the activity and how to achieve positive outcomes, for the task.</p> <p>Delivers exceptional Customer Service for a task.</p> <p>Delivers a complete solution to a task.</p> <p>Able to communicate solution and issues such a solution brings.</p> <p>Has completed more than 200 points towards a Diploma in Civil Engineering.</p>
Advanced level	<p>Able to gather and process information and develop a recommendation for senior staff.</p> <p>Have a thorough understanding of the processes and reliably undertake the requested task</p> <p>Demonstrates a high level of customer service in activity undertaken and confidently able to discuss issues directly with customers or the public.</p> <p>Willing to learn and attempt challenging tasks.</p> <p>Has achieved sound grade passes in study and completed advanced papers in appropriate specialised areas.</p>
Working Knowledge	<p>Understand the basic information needed to undertake a task. May have previously undertaken similar tasks.</p> <p>May be able to work alone on task reporting to a senior staff member.</p> <p>Have a good understanding of Environmental Services Group systems and what information is necessary.</p> <p>Be able to discuss issues directly with customers or the public.</p> <p>Achieves good passes in all study papers.</p>
Awareness	<p>Learning to understand the functions of Council, who the appropriate staff are and where information might be held. Will need to work closely with other staff.</p>

## 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 jobholder 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
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>Level 2 NCEA with a minimum of 15 credits in NCEA Level in Mathematics (calculus or statistics) or such prerequisites necessary for diploma admission</li> <li>Driver's Licence ( restricted )</li> </ul>	<ul style="list-style-type: none"> <li>Full Driver's Licence</li> </ul>
<b>Knowledge, skills and experience</b>	<ul style="list-style-type: none"> <li>Perceptive problem-solving abilities</li> <li>Competent user of Microsoft Word, and Excel</li> <li>Demonstrated ability to work as part of a team</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of engineering work</li> <li>Excellent written and oral communication skills</li> <li>Experience in an engineering field during holiday periods or past work places</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>Is studying or intending to study towards a suitable qualification in engineering</li> <li>Has good communication skills both written and oral</li> <li>Committed to personal career development</li> <li>Has a friendly, outgoing nature, able to work as part of a team</li> <li>Have a positive customer orientated attitude</li> </ul>	

## 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– including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position in discussion with the job holder. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.

### Acknowledged/Accepted:

\_\_\_\_\_

Employee

\_\_\_\_\_

Date

\_\_\_\_\_

Manager/Supervisor

\_\_\_\_\_

Date