



### POSITION SUMMARY

<b>Job Title:</b>	<b>Operations Manager</b>
<b>Responsible To:</b>	The Operations Manager reports to the Chief Executive Officer and will support the Chief Executive Officer in building the capability of the business through strong leadership and the development of trusted relationships with staff and stakeholders.
<b>Responsible For:</b>	<ul style="list-style-type: none"> <li>• Water Network Operations and associated Staff</li> <li>• Water Treatment and associated staff</li> <li>• Laboratory Operations and associated Staff</li> <li>• Asset Management Operations and associated Staff</li> <li>• Project Management and associated Staff</li> </ul>
<b>Liaise with:</b>	Other Divisions including Engineering, Customer Services, Relationship, Business and Finance
<b>Job Purpose:</b>	Responsible for the overall management, overseeing the day-to-day administrative and operational functions of the business.
<b>Job Classification:</b>	Management of operational activities.
<b>Date updated:</b>	May 2026

**Our Vision:** Trusted, resilient water valued by all

**Our Mission:** To transform Rarotonga's water system, protecting water sources while building resilience and optimising system performance so it remains valued and reliable in an increasingly variable climate and system conditions.

**Our Values:** People at the heart, Accountability, Partnership and Teamwork, Stewardship and Resilience

### ORGANISATIONAL STAFFING STRUCTURE

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

KRAs for this position	Key Performance Indicators (use SMART principles)
<b>KRA 1: Institutional Functions</b> Assist the CEO 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, as measured by review of decision-making tools and

	<p>processes developed by the Operations Manager.</p> <p>General instructions and the Code of Conduct are administered, and/or enhanced where appropriate, to ensure the effective and efficient performance of employees.</p>
<p><b>KRA 2: Operations and Maintenance</b>  Oversees the planning of activities and operations for the:</p> <ul style="list-style-type: none"> <li>• Water Treatment Division</li> <li>• Network (Reticulation) Division</li> <li>• Laboratory</li> <li>• Asset Management</li> <li>• Project Management.</li> </ul> <p>Plans the medium and long-term work requirements for the:</p> <ul style="list-style-type: none"> <li>• Water Treatment, Network, Laboratory and Asset Division;</li> </ul> <p>Ensures the water treatment plants are operated and maintained accordingly.</p> <p>Oversees the development and update of Operations Manual, procedures, and guidelines for the Water Treatment and Network Operations.</p> <p>Ensure the operations schedule activities to be undertaken by all staff effectively and efficiently, in the medium and long term.</p> <p>Ensures the network system is fit for purpose and delivers water to the requirements of the adopted drinking water standard.</p> <p>Ensure the Project management associated work is planned, authorised, and executed within the defined timeframe, budget, and quality and following the Project Management System.</p> <p>Ensure any TTV Code of Practice is optimised, reviewed, and renewed as appropriate and presented to the CEO.</p> <p>Report to and liaise with CEO, and coordinate with other infrastructure agencies or businesses of any operational matters.</p>	<p>Assist the CEO to ensure medium and long-term work requirement are aligned to the strategic plan and the national sustainable development plan.</p> <p>Annual business plan achieves the vision and purpose of the strategic plan.</p> <p>Divisional activities and operations are delivered to the approved standards and within approved timeframes</p> <p>All work is executed in a manner that meets the adopted drinking water standard requirements.</p> <p>Ensure the staff follow and adhere to the manual, guidelines, and other procedures set forth by TTV and relevant legislation.</p> <p>The reticulation network is maintained in a fit for purpose manner.</p> <p>The Assets are managed in an optimal, predictive maintenance and appropriately documented manner.</p> <p>Projects are delivered on time and within budget and high quality.</p>

<p><b>KRA 3: Occupational Health and Safety (OHS) Practices</b> Responsible for ensuring a safe workplace and adopting OHS requirements and safe work practices.</p> <p>Ensure all staff in Operations and any sub-contractors, visitors, or as necessary are in a safe environment.</p> <p>Implement safety plans and Job Safety Data Sheet.</p> <p>Ensure staff reports any accidents, injuries, near misses, and other incidents, and the CEO is informed. Develop and ensure the operation teams implements, directs, and enforces safety and risk management programs.</p>	<p>Workplace incidences are minimised.</p> <p>Procedures are implemented and actively observed and practiced.</p> <p>No public complaints relating to safety practices are tendered to TTV.</p>
<p><b>KRA 4: Budget and Finance</b> Assist the Finance division with budget preparation, proposals, and financial reporting.</p> <p>Assist and liaise with the Finance Manager on procurements.</p> <p>Ensure correct procedures are followed for Expressions of Interest (EOI) for goods, consumables, and services and work within the delegated procurement limits.</p>	<p>The CEO is able to develop a budget in confidence.</p> <p>All procurement is justified and meets the requirements of the Vision, Mission, and Values of TTV.</p> <p>Operations spending is managed and reported within budget.</p> <p>All stock, consumables are reordered in a safe and optimal manner.</p> <p>All financial reports obligations adhere to the manual, guidelines, and other procedures set forth by TTV, MFEM and relevant legislation.</p>
<p><b>KRA 5: Training and Development</b> Identify and assess the training requirements for direct reports and for the operations division to ensure operations staff are:</p> <ul style="list-style-type: none"> <li>• Able to perform their tasks/role in a safe manner and to the optimum performance;</li> <li>• Staff have a clear professional development path.</li> </ul> <p>Oversee the implementation of training both in-house and external, to an agreed standard.</p>	<p>Performance reviews are completed on an annual basis</p> <p>Job descriptions within all 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 CEO for approval.</p> <p>Training agreements and records (internal and external) are successfully executed,</p>

	maintained, and reviewed with the CEO.
<p><b>KRA 6: Planning, risk, and Project Management</b>  Assist the CEO with the planning of capital, operational, and project-related activities.  Develop a Quality systems to ensure compliance to standards and to ensure risk is minimised.</p> <p>Identify and address risks to the company, and assess the risks through the risk management matrix and other tools.</p> <p>Oversee the management of projects on a management by exception.</p>	<p>Planning of works is adopted and ratified by the CEO and or TTV Board.</p> <p>Projects are managed with systems that allow for management by exception.</p> <p>Risks are managed and mitigated in accordance with the risk management plan.  Reporting of issues and risks is timely and identified with consequences and likelihood.</p> <p>Weekly/Monthly and Tri-annual work plans are developed and communicated to the CEO.</p>
<p><b>KRA 7: Demonstrate compliance with regulatory agencies</b>  The operations department are to meet all applicable regulatory requirements or standards.</p>	<p>All requirements, internal and external are met to the satisfaction of the Authority and CEO.</p>
<p><b>KRA 8: Commercial and Other</b>  Oversee and verify any quotes for services issued to external parties.</p> <p>Manage document control and oversee the maintenance of records for procurement.</p>	<p>External services are justified and are within budget.</p> <p>The document control process is followed through.</p>
<p><b>KRA 9: External Relationships</b>  Establish, develop, and maintain consultative and effective working relationships and partnerships with key stakeholders.</p>	<p>Ensure strong lines of communication and relations with key stakeholders, and maintenance of these relationships</p> <p>Good working relationships are developed, enhanced, and maintained</p>

## WORK COMPLEXITY

*Indicate most challenging problem-solving duties typically undertaken (3-4 examples):*

1	Must be able to develop long range plans relating to the maintenance and operation of the Treatment Plants and Network.
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*)

<b>Financial</b>	Subject to a level via CEO and TTV Board approval.
<b>Staff</b>	Responsible for recruiting, managing performance and dismissal of staff in consultation with the CEO.
<b>Contractual</b>	As consulted and delegated by the CEO.

## FUNCTIONAL RELATIONSHIPS

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

## 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)
Tertiary qualification in Engineering or or similar demonstrated.	Qualifications in Utility Management or Degree in Engineering.

## 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)
10 years' experience working in a utility environment in senior operations role and with management experience in: <ul style="list-style-type: none"> <li>• Operations;</li> <li>• Asset;</li> <li>• Reticulation;</li> <li>• Processes;</li> <li>• Inventory;</li> <li>• Project Management;</li> <li>• Construction and;</li> <li>• Occupational Health and Safety.</li> </ul>	10 to 15 years' experience in operations management in a utility setting with reticulation preferable with Water Treatment and distribution systems.

## JOB SPECIFIC COMPETENCIES

<b>Attention to Detail</b>	Excellent attention to detail and written skills when communicating with others both internally and externally.
<b>Communication</b>	The ability to communicate clearly and concisely, varying communication styles depending upon the audience. Cook Island Māori language skills favourably looked upon.
<b>Commerciality</b>	Ability to apply knowledge in a practical, commercial manner.
<b>Teamwork</b>	Leading a team and the willingness to assist and support others as required and get on with team members.
<b>Time Management</b>	Accomplish objectives effectively within the time frame given and carry out administrative duties within the portfolio in an efficient and timely manner.
<b>Standards/ Regulations</b>	Have a working knowledge of regulations, codes, and standards relevant to a Utility organisation and specifically the water industry.
<b>Environment Awareness</b>	Have a working knowledge of the environmental impacts of manufacturing and water treatment operations.
<b>Software applications</b>	Proficient use of Microsoft programmes and has ability to adapt to any software required for the effective operation of the treatment and network
<b>Knowledge of Equipment</b>	Computers, PPE, lab equipment, chemical treatment equipment, network equipment and instruments
<b>Fit for Application</b>	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:

\_\_\_\_\_

Chief Executive Officer

\_\_\_\_\_

Date

\_\_\_\_\_

Employee

\_\_\_\_\_

Date