

Head of Community Supplies Position Description

Business Unit	Community Supplies
Location	Wellington
Type	Permanent
Last Updated	October 2024

About us | Ko wai mātou

The Water Services Authority - Taumata Arowai is the water services regulator for Aotearoa New Zealand. We are committed to ensuring all communities have access to safe and reliable drinking water every day. We develop national standards and have a system reporting role in relation to the environmental performance of public drinking water, wastewater, and stormwater networks.

About this role | Mō tēnei tūranga mahi

Position Purpose

This role leads and oversees an active programme of outreach to ensure that Water Services Authority - Taumata Arowai delivers on its legislative objectives and responsibilities to community and other private water service providers (rural and provincial suppliers) who make up half of all the registered water suppliers in New Zealand.

You will lead the formation and maintenance of strong relationships particularly with rural and provincial suppliers and Mana whenua communities. These relationships are key to appreciating their roles and interests in the water system, and the communities they serve, to better to understand and address the barriers to safe water, every day for everyone.

In addition, this role is responsible for supporting the relationship between the Minister-appointed Māori Advisory Group and the Taumata Arowai Senior Leadership. You will ensure our outreach approach, provision of advice, and related work programme honours Te Tiriti and upholds our settlement obligations.

The Head of Community Supplies supports the Chief Executive by being a trusted advisor and working as a collaborative member of the Senior Leadership team, taking collective accountability for the delivery of the organisation's strategic objectives.

This role forms part of the public face of the authority for the community and private water services sector and public of Aotearoa/New Zealand.

Reports to	Chief Executive	
Staff	Up to 5 direct reports, up to 10 indirect reports	
Key Relationships	Internal	External
	Board and the Māori Advisory Group	Crown monitoring agency (the Department of Internal Affairs)
	Finance, Risk and Assurance Committee (FRAC)	Other Crown regulatory agencies
	Chief Executive	Rural and provincial suppliers
	Leadership Team	Iwi Māori
	Te Rōpū Wai Leadership	Water Industry and community service providers
	Managers and staff	People and communities

Key Accountabilities

As a Crown agency, it is likely that the scope and functions of positions within Water Services Authority - Taumata Arowai will evolve over time as Taumata Arowai grows and matures. Responsibilities of this position are expected to change over time as Taumata Arowai responds to these changing needs. Please be aware that you may be asked to work in an area outside your core role in a major emergency event.

Executive Leadership

As a member of the Senior Leadership Team, you and your peers are jointly accountable for delivering on organisational objectives. This includes:

- Participating fully in the collective responsibility of delivering on organisational objectives
- Contributing to a strategic planning process that ensures Taumata Arowai takes a long-term visionary approach to our role in the water sector
- Ensuring the principles of Te Tiriti o Waitangi | the Treaty of Waitangi are embedded in the operations, culture, and behaviours of the Water Services Authority
- Leading the development and implementation of the organisation's strategies, ensuring all our people understand how they contribute to our success
- Creating an environment that enables and reinforces high performance at every level by setting the organisation's performance outcomes and ensuring they are met
- Ensuring there is a strong focus on enhancing organisational effectiveness and increasing productivity
- Ensuring the Water Services Authority is a leader within the water sector through the development of strategic partnerships with a range of key partners and stakeholders
- Ensuring the organisation is well founded and maintains a diverse and inclusive culture respecting the diversity of contributions of our people
- Placing the safety, health, and wellbeing of all our people at the forefront of decision making

- Fostering a culture of continuous improvement, collaboration, innovation, and organisational learning, and the promotion and adherence of organisational values and behaviours
- Helping to shape cultural competence and leadership across the Water Services Authority. This includes monitoring internal cultural competence, progress, outcomes and reporting requirements.

Functional Accountabilities

Strategy

- Ensure strategy is effectively operationalised and implemented with a clear connection to business tikanga, policies and priorities
- Ensure on-going alignment between the organisation's strategic direction, Board and the Māori Advisory group priorities, and Government intent
- Ensure the provision of high-quality advice to the Board, the Māori Advisory group, the organisation, and other relevant parties to ensure informed decision making
- Work closely with the organisation's specialist Principal and Chief Advisors to seek their thought leadership and expertise to inform strategy and decision making and to share insights and intelligence from the sector, foreseeing how well services and policies will work for small communities
- Lead and manage projects and workplans within timeframes and budgets, delivering agreed outputs
- Present reports both internally and externally at different forums to provide appropriate assurance on how Taumata Arowai is upholding Te Tiriti and Settlement obligations, and supporting small, rural communities

Policy and Practices

- Translate strategic actions into policies and practices
- Oversee the design and delivery of a Taumata Arowai policy programme focused on outcomes for small end of town communities; and Te Tiriti responsibilities and Settlement obligations, by:
 - influencing and advising on regulatory policies, design and practices, and
 - leading work on organisational policies and practices

Strategic Communications and Relationships

- Accountable for the organisation's engagement and performance with small communities, including rural, end-of-town, and Māori communities
- Facilitate the partnership with these communities, and their relevant water suppliers, to ensure the water system delivers with and for these communities based on their unique needs in an affordable manner
- Engage with groups such as councils and iwi to establish high quality relationships and contribute to intelligence around engagement and delivery
- Support the establishment and maintenance of a strategic communications plan that supports small communities to understand the role of the Water Services Authority and how it may support them to improve water quality/safety outcomes
- Ensure our interactions with partners, stakeholders, consumers, and the media are delivered appropriately

Internal Capability

- Lead Taumata Arowai to engage with and value small community water service providers (including rural end of town communities and iwi and Māori) to value their unique challenges and at-place expertise is considered as part of a proportionate regulatory approach
- Ensure staff cultural capability (comfort, confidence levels, skills and knowledge) to uphold the principles and articles of Te Tiriti and relevant Treaty Settlement obligations as part of the activities of the Water Services Authority
- Lead engagement with our Māori Advisory Group

Relationship Management

- Develop and maintain productive working relationships with central and other agencies in the 'water system' to share intelligence and best practices e.g. Commerce Commission, Regional Councils, Ministry of Health (Public Health), Ministry for the Environment, Water NZ
- Develop and maintain productive working relationships with providers of water services to small, rural and end of town communities including iwi and hapū
- Ensure effective engagement with the Board and the Māori Advisory Group, including well planned agenda items and work programmes agreed with the Chair, and that their advice is respected, considered, and responded to
- Proactively keep up to date with national and global relationships that could be relevant to this role, and keep abreast with emerging strategic thinking
- Develop strong and meaningful relationships with water industry and Māori organisations that support the resilience of water services in small, rural communities
- Develop and maintain effective working relationships with internal stakeholders to achieve outcomes of safe water, every day for everyone
- Build capability and confidence in te ao Māori, and upholding our Te Tiriti o Waitangi obligations
- Build external credibility in the ongoing capability of Taumata Arowai

Health and Safety

For yourself

- Work safely and take responsibility for keeping self and colleagues free from harm
- Report all incidents and hazards promptly
- Know what to do in the event of an emergency
- Cooperate in implementing return to work plans.

For your group

- Inform, develop, and equip staff to carry out their work safely
- Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries
- Assess all hazards promptly and ensure they are managed.

About you | Ko koe tēnei

Qualifications

- Relevant tertiary qualification or equivalent Mātauranga Māori
- Post graduate qualification in management (e.g. MBA) desirable

Experience

- Experience in a senior leadership position
- Experience leading and managing teams and cross-organisation workplans
- Significant experience managing people, resources, and work programmes in complex environments
- Experience leading complex and regionally distributed engagement processes
- Experience providing strategic advice to Chief Executives and/or Boards
- Experience leading organisational change and enhancing organisational culture
- Demonstrated experience in maintaining relationships and engaging in Crown and iwi relationships and in co-design processes and cultural competence in Te Ao Māori
- Leadership skills in developing and fulfilling strategies to provide advocacy, effective relationship management and community networks
- Well-developed advisory skills supported by excellent communication skills (verbal and written)

Knowledge

- Knowledge of drinking water suppliers desirable
- Understanding of regulatory function, ideally with approaches involving outreach, advice and guidance tool-kits desirable
- Understanding of working in a complex political context, including the relationship between Māori and the Crown formed by Te Tiriti
- In-depth understanding of the principles of Te Tiriti o Waitangi
- In-depth understanding of tikanga/kawa Māori protocols to ensure these are promoted and maintained as part of Taumata Arowai engagement with Māori
- Understanding of Te reo me ōna tikanga Māori, with conversational te reo Māori desirable
- Knowledge about regional and iwi variations in tikanga/kawa desirable
- Understanding of the machinery of government and the public policy making process

Skills and Attributes

- Ability to translate and communicate complex topics in a variety of forums that influence the targeted audience
- Ability to deal effectively with complex and ambiguous issues and decisions
- Good facilitation skills with the ability to deal effectively with conflict and debate credibly with key stakeholders
- Demonstrated commitment to the principles of Te Tiriti o Waitangi and further developing own capability in te ao Māori
- Strong networks with a wide range of community representatives, including iwi and hapū, that enables more collaborative decision making
- Demonstrated credibility with peers in a Leadership Team to engage, influence and challenge where necessary

- Ability to lead and motivate diverse teams to deliver quality enabling services in a dynamic and evolving environment
- Successful demonstration of promoting diversity and inclusion in the workplace
- Ability to take a strategic and long-term view to business performance