



# Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

## Council Interface Manager

### Three Waters Programme, National Transition Unit - Local Government Branch

In July 2020, the Government launched the Three Waters Reform Programme – a three-year programme with the ultimate objective of improving the health and wellbeing of New Zealanders.

Currently over 70 different types of Councils own and operate most of the drinking water, wastewater and stormwater services across New Zealand. Local government is facing urgent challenges in the provision of these services including funding infrastructure deficits, complying with safety standards and environmental expectations, building resilience into three waters networks to deal with natural hazards and climate change, and supporting population growth.

The Government has committed to comprehensive, system-wide reform to achieve lasting benefits for our communities and the environment.

The Three Waters Programme National Transition Unit (NTU) is responsible for the establishment of, and transition to, a new service delivery model. Its role is to ensure that, on 1 July 2024, four new water service entities (WSEs) are ready to assume responsibility for three waters-related infrastructure and service delivery.

The NTU objectives are to:

- advance the Government's reform objectives with the sector in a way that supports successful adoption of the reform with stakeholders,
- ensure reform objectives are supported by a smooth transition and implementation approach that is efficient, effective and minimises disruption to communities and consumers, and
- leverage the transition for strategic transformation opportunities.

Being part of Three Waters Reform in New Zealand is a once in a lifetime opportunity. We are transforming the water sector (drinking water, wastewater and stormwater) to ultimately improve the health and wellbeing of New Zealanders. This is your opportunity to be part of an innovative and successful delivery team.



**Te Tari Taiwhenua**  
**Internal Affairs**

## Position Outline

The purpose of the Council Interface Manager is to enable a smooth Three Waters transition by building a trusting relationship between Councils, the National Transition Unit (NTU), Iwi, customers, key stakeholders, and the emerging Water Service Entity (WSE). Working closely with DIA's Partnership Directors, the Council Interface Manager's key relationship is with the Councils, to support them through the transition while supporting the engagement of Mana Whenua and iwi working alongside the Iwi/Māori team.

The Council Interface Manager focuses on building relationships for the Water Service Entity ahead of the formal establishment of the organisation. The Council Interface Manager is there to create and nurture relationships with the goal of delivering on the Government's Three Waters Reforms outcomes.

This role is also responsible for advising the NTU senior leadership team (SLT) on relationship activities and risk and is also the conduit for which SLT expectations will be reflected. This is inclusive of but not limited to, how we:

- Adopt a 'best for reform' approach
- Support the values and objectives of Te Tari Taiwhenua
- Be honest and transparent in all activities
- Build trust with all partners and stakeholders
- Be a leader during change – a champion for the change and for our partnerships
- Identify and help to reduce any blocking or resisting behaviours

This role will represent the NTU/WSE at key events including Local Government New Zealand's Sector and Zone meetings, Mayoral Forums, Council briefings etc so presentation skills and extensive travel will be required.

This role is also expected to connect and integrate across the wider branch and the Department and all positions have a responsibility to support the team in the delivery of the four new water service entities by 1 July 2024.

The position accountabilities may change over time to accommodate programme scope and timeframes.

- **Reporting to:** Head of Strategic Relationships
- **Location:** Flexible
- **Salary range:** TBC

---

## What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

---

## How we do things around here – our principles



### We make it easy, we make it work

- Customer centred
- Make things even better

### We're stronger together

- Work as a team
- Value each other

### We take pride in what we do

- Make a positive difference
- Strive for excellence

---

## Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand's past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

---

## Spirit of service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## What you will do to contribute

### Strategic leadership

- Establish a Local Transition Team, facilitate support for the Local Transition Team and provide the group with ongoing direction.
- Foster relationships with the Three Waters Reform and Iwi Māori Engagement teams to ensure ongoing relationships are protected and we deliver on our commitments.
- Build effective relationships with Councils as the owner of the WSE and key partner for the future.
- Through the Local Transition Team, provide oversight of key decisions and focus areas and share direction to Councils through liaison with the appropriate teams.
- Advise the NTU senior leadership team (SLT) on relationship activities and risk, provide quarterly Engagement Plans and Relationship Reports

---

### Stakeholder engagement

- Work closely with the DIA Partnership Directors to ensure consistency and alignment in building and managing relationships with Local Government stakeholders.
- Represent the NTU/WSE at key events including Local Government New Zealand's Sector and Zone meetings, Mayoral Forums, Council Briefings etc.
- Support the Iwi Relationship Manager in forming effective relationships between Iwi and the Water Service Entity

---

### Delivery management

- Oversee and monitor Councils' Three Waters day-to-day service and transition and activities to ensure they are aligned with the Government's objectives, policy and legislation.
- Produce a monthly relationship report for the SLT which outlines key risks and developments.
- Escalate issues and facilitate resolution and building consensus.
- Manage the NTU advisory support and monitor budgets.

---

### Health and safety (for self)

- 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
- 

## Who you will work with to get the job done

Internal	Head of Strategic Relationships
	Partnership Directors
	DIA Entity Relationship Team
	Workstream Leads
	NTU Leadership Team
	Three Waters Programme staff

## Who you will work with to get the job done

	Relevant staff across Three Waters Reform, the Local Government Branch and the wider DIA
External	Other organisations involved in the Three Waters work programmes
	Local authorities and agencies, professional associations, and other key stakeholders

## Your delegations

Human Resources and financial delegations	Level Z
Direct reports	0

## What you will bring

### Experience:

- Experience in working across local government, including with senior staff and elected members.
- Technical experience in infrastructure provision and operation at a Council level, with water specific experience preferred
- Experience working with Iwi partners to create strong working relationships
- Experience of local government, and the management of three waters
- 3 years + senior leadership level role.

### Knowledge:

- Deep understanding of Council operations, decision-making processes and the potential impacts for Councils around water services.
- Good knowledge of water service delivery and/or water sector
- Strong ability to build relationships with key senior people and leverage those relationships to build consensus and create strategic alignment
- Exceptional ability at taking a strategic approach to conceptualising and maintaining complex relationship frameworks, practicing and leveraging those to deliver on the Three Waters Reform outcomes.
- Exceptional ability to facilitate, influence and persuade, including connecting the right people to resolve complex issues
- Deep and broad understanding of Three Waters service provision

### Skills:

- Strong verbal and written communication skills – the ability to tell a compelling story, translating complex topics and issues at the correct level to influence the audience.
- Anticipates and understands the challenging political and regulatory environment and structure in New Zealand and shifts behaviours and networks accordingly.

### Other requirements:

- Tertiary qualifications, preferably at post graduate level.
- Will be required to pass satisfactory background check