



**Infrastructure Cook Islands
GOVERNMENT OF THE COOK ISLANDS**

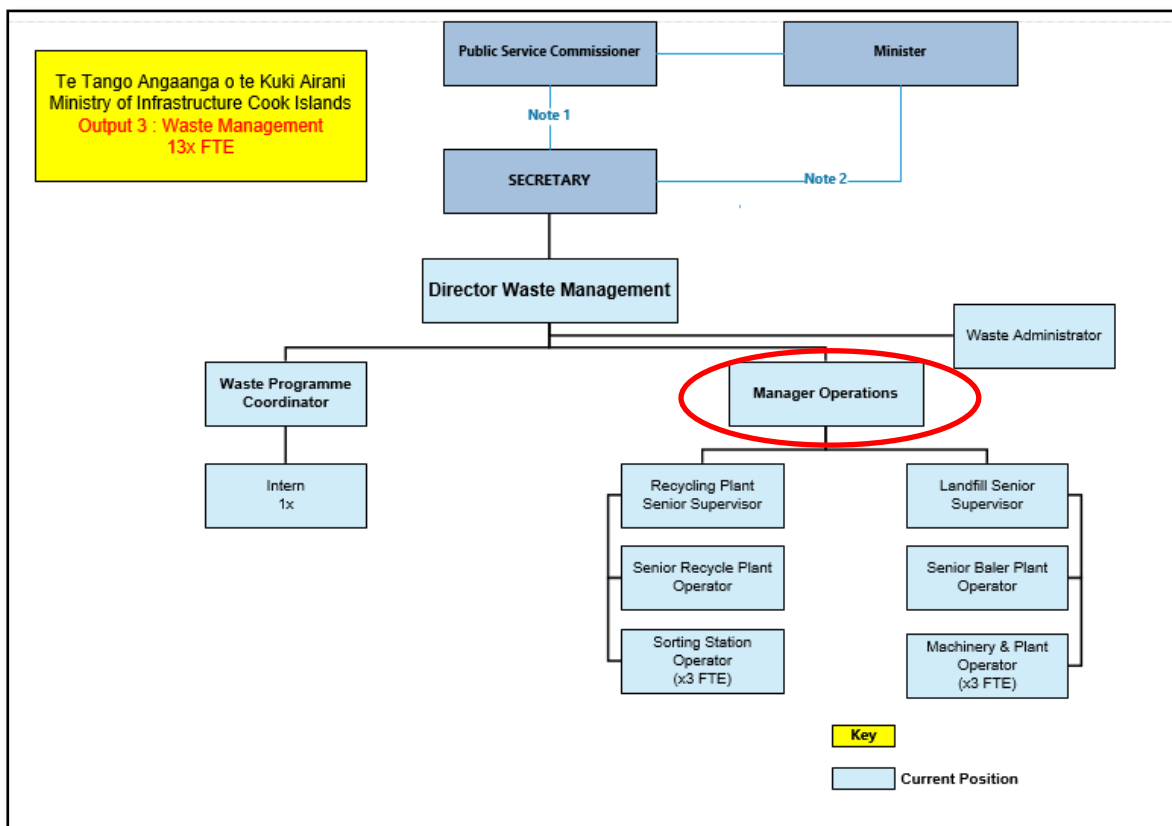
PO Box 102 Rarotonga Cook Islands Phone (682) 20321 www.ici.gov.ck

POSITION SUMMARY

Job Title:	Manager Operations
Division:	Waste Management
Responsible To:	Director Waste Management
Responsible For:	10 x FTE
Job Purpose:	Manage and administer the Rarotonga Waste Facility with priority given to maximising diversion and minimizing waste streams on Rarotonga
Job Classification:	Service Delivery, Leadership
Job Band	H
Date updated:	June 2024

AGENCY VISION

ORGANISATIONAL STAFFING STRUCTURE



KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
<p>KRA 1: Management, maintenance and monitoring of the Rarotonga Waste Facility (RWF)</p> <ul style="list-style-type: none"> • Oversee and manage the maintenance of the register for health issues and hazards • Oversee and manage the maintenance of machinery and equipment • Oversee and manage the sorting of rubbish and recyclables • Oversee and manage the monitoring of records for fuel, oil and parts • Oversee and manage the development and update of a register for asset management • Train staff to operate equipment • Manage the daily operations of the sewage ponds • Prepare reports and monitor volumes of solid and liquid wastes • Identify and implement improvements for domestic collections of refuse • Manage the service delivery for all homes 	<ul style="list-style-type: none"> • Safe and well equipped site office, staff amenities and working environment • Health hazards and issues are minimised • All rubbish and recyclables are received and sorted in their appropriate established areas • Public access to the landfill is minimised • An effective and well maintained compaction machine • Machinery and equipment are well serviced and in good working condition • Staff are well trained and qualified to operate equipment • Efficient and effective daily operations of Sewage ponds • Complaints from the public are minimised • Reporting of volumes of solid and liquid wastes • Domestic collection of refuse is improved • Service delivery to all residential homes
<p>KRA 2: Planning</p> <ul style="list-style-type: none"> • Develop, review and implement the Waste Management Strategy including new policies and procedures for the Cook Islands in collaboration with the Director of Waste Management. • Develop, review and implement the Waste Facility Management Plan including new procedures in collaboration with the Director of Waste Management • Address any high level work programme/project issues or challenges 	<ul style="list-style-type: none"> • Goals, objectives, policies and procedures are developed and implemented • Informed Secretary to drive and support work in the sector at the Ministerial/HOM level
<p>KRA 3: Documentation and Recording, Reporting and Monitoring</p> <ul style="list-style-type: none"> • Provide input and assistance in the division's planning, people development, financial, information and risk management reports • Manage the review, preparation and approval requisitions for necessary equipment, material and supplies • Manage the collection of disposal fees • Manage the preparation of equipment and bid specification documents • Manage the completion and the maintaining of records and reports including work reports and cost records • Prepare six monthly and annual reports 	<ul style="list-style-type: none"> • All reporting obligations adhered to in a timely manner • Effective and efficient collection of disposal fees • Tender documents that adhere to all government procurement policies and procedures are prepared • Six (6) monthly and annual reports are prepared
<p>KRA 4: Leadership and Direction</p> <ul style="list-style-type: none"> • Provide supportive leadership to staff • Participate fully in the performance management process, working with staff 	<ul style="list-style-type: none"> • Engaged staff to achieve ICI shared goals and outputs • Positive feedback from staff

to develop, monitor and review work performance <ul style="list-style-type: none"> • Develop staff knowledge and skills • Foster an organisational culture that achieves ICI goals and ensures customer value 	<ul style="list-style-type: none"> • HR processes implemented • Staff are supported with their career pathways and leadership development as required
KRA 5: Self-Management and Continuous Improvement <ul style="list-style-type: none"> • Demonstrate self-management and continuous improvement in work performance and personal development • Identify and manage critical issues and risks and ensure they are effectively addressed 	<ul style="list-style-type: none"> • Personal development and continuous improvement in work performance is evident Critical issues and risks are identified and managed

WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Preventing health hazards to Waste Facility staff in view of the nature and working conditions at the facility
2	Participation in the development of the Waste Management Division's work plan; assign work activities, projects and programmes; monitor work flow; review and evaluate work products, methods and procedures
3	Waste delivery capital improvement programmes/projects relative to scope, complexity and cost implications, including review of significant issues with donor partners, developers, private sector and other stakeholders in the sector
4	Enforcing hygiene standards and practices

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. *(Explain the authority if any)*

Financial	No
Staff	No
Contractual	No

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. *(List the external and internal types of functional relationships)*

Internal	Nature of Contact	External	Nature of Contact
Director of Waste Management	Heavy Supplying data or addressing any issues	National Environment Service (NES) Ministry of Health	Routine Address any environmental and health issues
RWF Staff	Heavy Daily work scheduling		Promoting Supervising and monitoring the services of the Contractors
Programme Coordinator, Administrator	Heavy Report on large scale procurement Keep informed on major assets or required assets	Private Collection and Disposal Contractors for Solid and Liquid Wastes Recycling Contractors	
Corporate Services	Medium Supplying data Dealing with machinery	Outer Island Councils Schools	Promoting Waste management education programmes

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)
Bachelor's Degree in Business Management or related field	Post graduate degree but may be waived if demonstrated management experience

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)
7-8 years technical experience in infrastructure development	9-10 years' experience in a management role

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	<ul style="list-style-type: none"> • Implements strategies that respond to agency priorities • Sets clear expectations, monitors and evaluates performance • Communicates with clarity and vision, actively listens to others and responds with respect • Takes ownership and acknowledges impact and outcomes of decisions • Ability to deal with ambiguity and complexity in the role
Advanced	<ul style="list-style-type: none"> • Informed analysis and thorough understanding of public sector challenges • Sets challenging goals for self, reviews performance and adapts as required • Makes decisions and takes action at the opportune time • Models dedication to high performance and ethical behaviour • Models commitment to community-focused service and public interest • Builds and nurtures effective and collaborative networks and relationships to solve issues and develop better processes and approaches to work
Working	<ul style="list-style-type: none"> • Able to think on one's feet and has a sound sense of judgement • Identifies opportunities for innovation and improvement • Proven ability in collating factual information and producing reports • Proven reliability and accountability • Ability to work both independently and cooperatively • Sound judgement, integrity and an ability to handle confidential and sensitive information • High levels of initiative and creativity • High level of accuracy
Awareness	<ul style="list-style-type: none"> • Recognises the boundaries between governance and management and acts accordingly • Applies understanding of the unique and special nature of the Cook Islands to decisions and actions

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

HoM/Manager

Date

Employee

Date