



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

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

**POSITION SUMMARY**

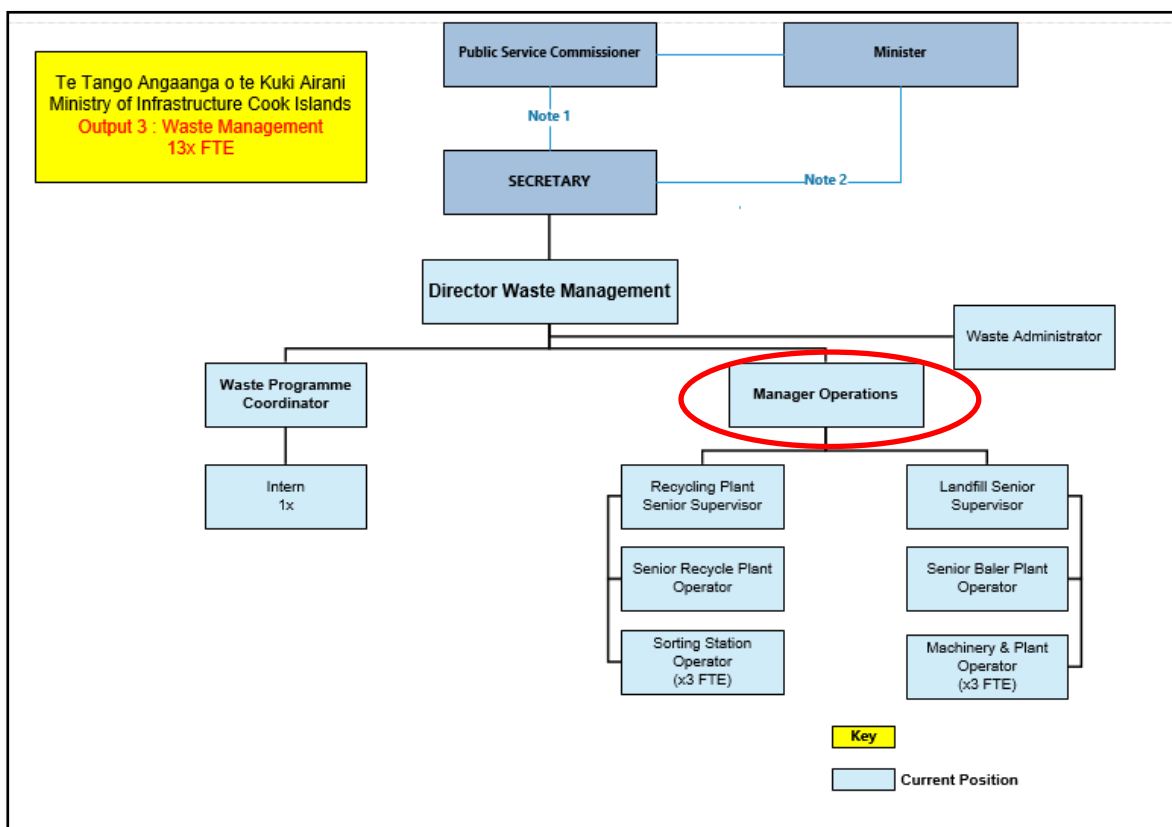
<b>Job Title:</b>	Manager Operations
<b>Division:</b>	Waste Management
<b>Responsible To:</b>	Director Waste Management
<b>Responsible For:</b>	10 x FTE
<b>Job Purpose:</b>	Manage and administer the Rarotonga Waste Facility with priority given to maximising diversion and minimizing waste streams on Rarotonga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

**AGENCY VISION**

The Ministry strives to enrich our communities through quality infrastructure development. To achieve this ICI's goals are to:

- Ensure that we deliver on our core public services.
- Deliver well planned, quality infrastructure.
- Effectively management waste.
- Deliver optimal outcomes for the Cook Islands through our people, network, systems and services.

**ORGANISATIONAL STAFFING STRUCTURE**



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

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

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

## 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)*

<b>Financial</b>	No
<b>Staff</b>	No
<b>Contractual</b>	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	<b>Heavy</b> Supplying data or addressing any issues	National Environment Service (NES) Ministry of Health	<b>Routine</b> Address any environmental and health issues
RWF Staff	<b>Heavy</b> Daily work scheduling		<b>Promoting</b> Supervising and monitoring the services of the Contractors
Programme Coordinator, Administrator	<b>Heavy</b> 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	<b>Medium</b> Supplying data Dealing with machinery	Outer Island Councils Schools	<b>Promoting</b> 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.

<b>Essential:</b> (least qualification to be competent)	<b>Desirable:</b> (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.

<b>Essential:</b> (least number of years to be competent)	<b>Desirable:</b> (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

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

## 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