



**finding leaders who inspire teams  
and drive growth**



**Candidate Brief**  
**Christchurch City Council – Laboratory Manager**  
17 May 2022

- Lead and manage to align group and organisational objectives
- Drive and influence smooth delivery of all laboratory requirements
- Be part of the change and join one of the South Islands biggest laboratories

## About the company

Christchurch City Council is one of the city's largest businesses and the second-largest employer in the South Island, providing services and facilities to more than 380,000 residents, plus visitors – from waste collection and recycling, to cycleways, libraries, sports and recreation, facilities, and events – and a lot in between.

Working at the Christchurch City Council gives you an opportunity to collectively enrich this city we call home. Work with likeminded individuals on projects, services and facilities for our communities and environment. You'll make a positive impact on our future while enjoying a rewarding career full of opportunities - Christchurch City Council, where it's possible to love what you do.

The Christchurch City Council Three Waters and Waste unit are looking for their next Laboratory Manager to lead and manage a team of laboratory professionals whose primary focus is providing analytical, environmental, and advisory services in relation to wastewater treatment plant testing, environmental water quality, drinking water compliance and solid and hazardous waste testing.

Are you ready to step into to this challenge?

## About the opportunity

Based at the Christchurch Wastewater Treatment Plant and reporting to the Manager Service Excellence Three Waters and Waste, the Laboratory Manager has a pivotal role in ensuring all Laboratory activities are undertaken in accordance with certified IANZ accredited procedures and system. In doing this you will:

- Provide direction, empower, motivate, and develop others in order to achieve business unit, group and organisational goals
- Provide timely, accurate, quality Laboratory Services to meet the needs of Council interests and external customers Promotion of consistency in advice and interpretation of planning documents
- Develop and maintain key customer relationships ensuring expectations are effectively communicated, clarified, and met
- Provide services in line with annually approved budgets
- Ensure Laboratory has a well developed and tested Business Continuity Plan
- Ensure Laboratory is seen as a leading service provider in Canterbury for the services it provides

Christchurch City Council are looking for a Laboratory Manager that's commercially minded with natural business development capability and strong technical leadership skills. Interested?

The information contained in the Candidate Brief is to assist candidates in their evaluation of the suitability of the advertised role. Decipher Group Limited accepts no liability for information provided, on behalf of the client, in good faith.

## About you

To be successful in this role, you will ideally have a minimum of 7 years' laboratory management experience, in both technical &/or leadership roles. You will be able to demonstrate your ability to coach and lead a team and foster an environment of creative thinking and psychological safety.

You will be experienced in water and wastewater analysis and have developed &/or maintained QA systems that meet IANZ Accreditation.

Along with technical experience, your strong communication skills and the ability engage are critical, as you support your team with enthusiasm and commitment to deliver quality work. You will be someone who embraces change and leads with confidence. You will be organised, accurate and focused on finding solutions.

Sound like you?

If everything so far excites you, and you possess a drive to deliver supportive, technical leadership - then we'd love to hear from you.

## How to apply

To discover more about the Christchurch City Council, visit <http://www.ccc.govt.nz/>

For a confidential discussion about the role; contact Pia Warren on 027 2535 203 or by email to [pia@deciphergroup.co.nz](mailto:pia@deciphergroup.co.nz)

Applications close: Wednesday 8th June 2022



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## POSITION DESCRIPTION

|  |  |
|--|--|
| <b>TITLE:</b> Manager Laboratory                                   | <b>VACANCY NO:</b>   |
| <b>UNIT:</b> Three Waters & Waste                                  | <b>GROUP:</b> Planning, Infrastructure & Regulatory Services |
| <b>REPORTS TO:</b> Manager Service Excellence Three Waters & Waste | <b>DIRECT REPORTS:</b> 4 direct, approx. 9 indirect          |
| <b>LOCATION:</b> Any Council Location                              | <b>DATE:</b> April 2022                                      |

### Purpose of the position:

- To effectively lead and manage a team of laboratory professionals whose primary focus is providing analytical, environmental and advisory services in relation to wastewater treatment plant testing, environmental water quality, drinking water compliance and solid and hazardous waste testing.
- To ensure all Laboratory activities (sampling, testing and reporting) are undertaken in accordance with certified IANZ accredited procedures and systems with a strong focus of continual improvement, customer service and cost efficiency.
- Develop new business opportunities to expand the customer base and range of laboratory analytical services offered

### General:

As an employee of the Council you are required to:

- Respond to the changing needs of the Council, performing other tasks as reasonably required.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policy.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Christchurch City Council policies and processes.
- Be associated, as required, with **CIVIL DEFENCE** or any exercise that might be organised in relation to this council function.
- Assist, support and respond to, as reasonably required, any event where the Business Continuity Plan is activated.

### Key Areas Of Accountability

|                   |   |
|-------------------|---|
| <b>Leadership</b> | <ul style="list-style-type: none"> <li>• Provide direction, empower, motivate and develop others in order to achieve business unit, group and organisational goals.</li> <li>• Role models our shared values</li> <li>• Ensure that people policy and practices are consistently observed and implemented and that opportunities exist for ongoing professional growth and development.</li> <li>• Lead team members to ensure a high performance culture and address any issues impacting team or individual performance in accordance with relevant policies.</li> <li>• Leads automation projects in the laboratory to improve quality and cost effectiveness of the laboratory. Use engagement planning tools and techniques to improve staff engagement in the laboratory to achieve targets set.</li> </ul> |
|-------------------|---|

## Key Areas Of Accountability

|                                      |  |
|--------------------------------------|--|
|                                      | <ul style="list-style-type: none"> <li>• Proactively manages relationships with customers to ensure all issues are dealt with professionally and successfully concluded.</li> <li>• Leads change management and business improvement initiatives to ensure all staff clearly understand the goals and targets being set and why the changes are important to the business.</li> <li>• Ensures open and effective communication with team leaders, staff and managers.</li> <li>• Provides technical assistance to policy development in Unit and other parts of the Council as required.</li> </ul>  |
| <p><b>Operational Management</b></p> | <ul style="list-style-type: none"> <li>• Provide timely, accurate, quality Laboratory Services to meet the needs of Council interests and external customers including: <ul style="list-style-type: none"> <li>○ Developing and monitoring sampling programmes.</li> <li>○ Completion of analysis in accordance with IANZ certified procedures.</li> <li>○ Planning and overseeing sample collection to QA and Consent requirements.</li> <li>○ Reporting and preservation of data associated with all collection and analysis.</li> <li>○ Provision of specialist technical advice.</li> </ul> </li> <li>• Develop and maintain key customer relationships ensuring expectations are effectively communicated, clarified and met.</li> <li>• Seek new commercial and Council customers within Council business and risk guidelines.</li> <li>• Provide advice, data and analysis to a range of internal and external customers within the specialist areas of knowledge of the laboratory.</li> <li>• Ensure commercially contracted services are properly documented and sound risk management procedures and policy have been followed i.e. approved Council contract documents are in place.</li> <li>• Tankered waste received at the CWTP is accurately monitored and recorded to ensure plant processes/discharges are not compromised and customers are accurately billed.</li> <li>• Ensure tankered waste data is entered into information databases for use by Technical Services.</li> <li>• Consult with the Water and Wastewater Treatment Manager to ensure timely analysis of selected chemical process and bacteriological parameters at the CWTP and other council plants.</li> <li>• Report drinking water analysis as per schedules detailed in SLA with Asset and Network Planning. Ensure transgressions are promptly reported as per SLA.</li> <li>• Undertake sewer overflow sampling, testing and reporting as required by Sewer Response Procedures</li> </ul> |
| <p><b>Financial Management</b></p>   | <ul style="list-style-type: none"> <li>• Provide services in line with annually approved budgets</li> <li>• Actively work with finance team to ensure monthly forecasts are accurate and all assumptions in such forecasts are well understood.</li> <li>• Advise manager of any events that may have an adverse effect on the laboratory financial forecast.</li> <li>• Meet agreed profit targets for laboratory services.</li> <li>• Provide input in a timely and accurate manner for Annual and Long Term Plan processes.</li> <li>• Provide business cases for all capital investment in the laboratory in accordance with approved templates.</li> </ul>  |

| <b>Key Areas Of Accountability</b> |  |
|------------------------------------|--|
|                                    | <ul style="list-style-type: none"> <li>• Ensure monthly invoicing for internal and external customers is accurate and completed on time to be integrated into monthly accounting cycle.</li> <li>• Increase turn-over by developing services and offer them to external customers within the Canterbury region.</li> </ul>   |
| <b>Incident response</b>           | <ul style="list-style-type: none"> <li>• Ensure Laboratory has a well developed and tested Business Continuity Plan.</li> <li>• Contribute to the planning and readiness response associated with emergency incidents/situations.</li> <li>• Ensure a quick and effective laboratory response where such services are required in an emergency situation faced by the Council.</li> </ul>  |
| <b>Quality assurance</b>           | <ul style="list-style-type: none"> <li>• Maintain Laboratory Accreditation in chemical and bacteriological testing to IANZ 17025 standards for all test procedures undertaken.</li> <li>• Ensure Laboratory is seen as a leading service provider in Canterbury for the services it provides</li> <li>• Design, implement and maintain Laboratory Quality Control Systems.</li> <li>• Information Management including Laboratory Manuals, methods, procedures, instrument and equipment calibration.</li> <li>• Maintain Ministry of Health Laboratory registration.</li> <li>• Setting to work, optimisation and maintenance of laboratory software system (QLims).</li> </ul> |
| <b>Health &amp; Safety</b>         | <ul style="list-style-type: none"> <li>• Responsible for providing a safe work environment, implementing Council health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety</li> </ul>   |
| <b>Budget</b>                      | <ul style="list-style-type: none"> <li>• Accountable and responsible for managing a budget of approx. \$2m</li> </ul>  |
| <b>Delegations</b>                 | <ul style="list-style-type: none"> <li>• Delegated authority is as per the Register of Delegations on the Christchurch City Council website</li> </ul>   |

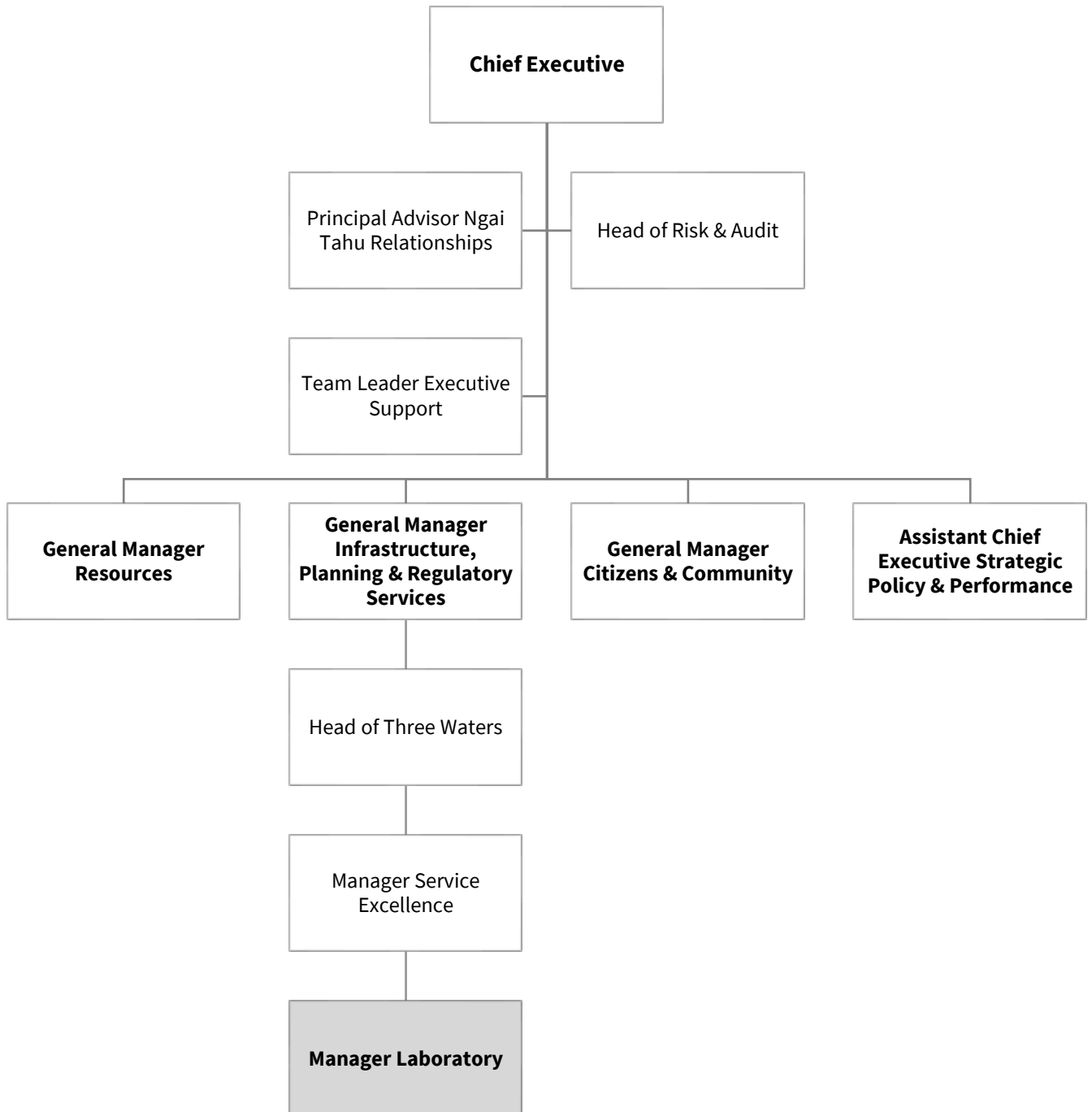
| <b>Key Relationships/Customers:</b> |                                   |
|-------------------------------------|-----------------------------------|
| <b>Internal</b>                     | <b>Nature of the Relationship</b> |
| Manager Service Excellence          | Reports to                        |
| Other Three Waters & Waste leaders  | Internal customer                 |
| Council managers and colleagues     | Internal customers                |
| <b>External</b>                     | <b>Nature of the Relationship</b> |
| Ecan                                | Regulator/External customer       |
| Community and Public Health         | Regulator                         |
| Consultants                         | External customer                 |
| Educational Institutions/Groups     | Training Support                  |
| Commercial clients / contractors    | External customers                |

| <b>Formal Qualifications and Training</b>  | <b>Required</b> | <b>Desirable</b> |
|--|-----------------|------------------|
| Tertiary qualification in one of the sciences, preferably chemistry e.g. Bachelor of Science | ✓               |                  |

| <b>Key Experience/Knowledge/Skills/Competencies</b>  | <b>Required</b> | <b>Desirable</b> |
|--|-----------------|------------------|
| Minimum 7 years laboratory management in both technical and/or leadership roles.   | ✓               |                  |
| Minimum 10 years' experience in water and wastewater analysis through routine and investigative laboratory test procedures.  | ✓               |                  |
| Developed and/or maintained QA systems that meet IANZ Accreditation requirements.  | ✓               |                  |
| Proven leadership experience of at least 5 years   | ✓               |                  |
| <b>Leadership</b> <ul style="list-style-type: none"> <li>Leads team by providing direction, motivation, coaching and supporting staff.</li> <li>Shows courage by 'facing up' to staff concerns and situations promptly and sensitively.</li> <li>Creates an environment where team members are comfortable raising ideas, suggestions, issues and concerns.</li> <li>Provides opportunities for others to develop their leadership.</li> <li>Facilitates the creation of a safe and healthy work environment.</li> </ul>   | ✓               |                  |
| <b>Communication</b> <ul style="list-style-type: none"> <li>Role models two-way (top-down/bottom-up) communication and feedback.</li> <li>Communicates organisation information to their team promptly.</li> <li>Shares suggestions, ideas and feedback across teams.</li> <li>Promotes the use of Council templates and professional methods of communication.</li> </ul>   | ✓               |                  |
| <b>Strategic focus</b> <ul style="list-style-type: none"> <li>Ensures customer feedback is provided to the organisation to help shape the future of services provided.</li> <li>Explains and enhances the team's understanding of Council priorities, challenges and external influences.</li> <li>Reviews, develops and improves services in alignment with LTP/AP/business goals.</li> <li>Considers historical factors and potential future developments which may affect team activities.</li> <li>Anticipates trends and changing customer and community requirements.</li> </ul> | ✓               |                  |
| <b>Focus on results</b> <ul style="list-style-type: none"> <li>Sets clear goals, expectations and assigns responsibility for tasks and decisions.</li> <li>Leads calmly, maintaining focus on the goals.</li> <li>Manages resources effectively to achieve results.</li> <li>Regularly monitors team and individual progress and celebrates success.</li> <li>Recognises progress and high performance.</li> </ul>   | ✓               |                  |

# POSITION DESCRIPTION

How the position fits into the organisation:







Chambers at 151, Deloitte House,  
Level 4, 151 Cambridge Terrace  
Christchurch  
[www.deciphergroup.co.nz](http://www.deciphergroup.co.nz)



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