

Job Description

INTERNAL AFFAIRS

Te Tari Taiwhenua

Job Title	General Hand
Branch	Policy, Regulatory and Ethnic Affairs
Business Group	Policy Group
Reporting to	Lake Taupō Harbourmaster
Location	Taupō
Grade	\$33,951 - \$45,934
Date Graded	2012

Purpose

The position of the General Hand is to assist in the provision of regulatory and navigational safety services and boating services at Lake Taupō by operating, repairing and maintaining vehicles, vessels and machinery. The General Hand reports to the Lake Taupō Harbourmaster.

Key Tasks

Boating Facilities

The General Hand is responsible for the maintenance of Lake Taupō berths, ramps and jetties to an approved maintenance programme. Key tasks are to:

- Maintain berths and jetties in the Taupō Boat harbour to ensure they are clear of debris and flotsam
- Maintain all local launching ramps to ensure clear of sand, pumice and any other debris
- Ensure all signs are in place and legible
- Ensure no graffiti or vandalism has taken place
- Ensure that all piles, structures and facilities are in place and undamaged.

Reserve and Accommodation

The General Hand is responsible for the maintenance of the Reserves and Control Gates Shed. Key tasks are to:

- Mow lawn, weed and water gardens and lawns
- Ensure all areas are rubbish free
- Keep exterior of Harbourmaster's office building clean, including windows
- Maintain toilets in landing reserve and ensure they are kept clean.

Equipment Operation and Maintenance

The General Hand will operate and assist with the maintenance of equipment, such as vehicles, tractors and boats. Key tasks are to:

- Ensure vehicles and vessels have sufficient fuel, oil, coolant, etc.
- Keep vehicles and vessels clean
- Advise the Harbourmaster of any mechanical problems

- Carry out routine maintenance, including oil changes
- Assist the Harbourmaster and Deputy Harbourmaster as a deckhand on the Harbourmaster's Office launch.

Regulatory Enforcement

The General hand, subject to being appointed a Warden, will effectively carry out the duties of an honorary warden under Lake Taupō Navigational Safety Bylaws. Key tasks are to:

- Carry out surveillance operations to ensure compliance with regulations
- Issue offence notices during routine patrols.

Team participation

The General hand will also participate in the team by:

- looking for ways to contribute to the continual improvement of facilities and services
- being able to be on call and carry coastguard pager when required.

Health & Safety (for self)

- Takes personal responsibility for keeping self free from harm
- Follows safe working procedures
- Reports incidents promptly
- Reports hazards promptly and suggests appropriate remedies
- Knows what to do in the event of an emergency
- Co-operates in implementing rehabilitation plans

Key Relationships

Internal

- Harbourmaster and team
- PREA managers and staff in Policy Group and Branch

External

- Recreational lake users
- Commercial lake users
- Emergency Services
- Tuwharetoa Māori Trust Board
- Taupō Waters Trust
- Hapū
- Taupō District Council
- Waikato Regional Council
- Department of Conservation
- Taupō–nui–a–Tia Management Board
- Taupō–nui–a–Tia 20/20
- Maritime New Zealand
- Coastguard
- Mighty River Power Ltd
- Genesis Power Ltd
- General public

Reporting Relationships

Staff Management

Number of direct reports	NIL
Number of staff reporting to the direct reports	n/a

Delegations

Human Resources Delegations	NIL
Financial Delegations	NIL

Person Specification

Essential Desirable

Experience

Demonstrated practical experience in:

- using machinery e.g. mowers and chainsaws
- driving tractors
- towing trailers

Yes

Proven experience dealing with the general public

Yes

Knowledge

An understanding of vehicle and vessel maintenance

Yes

An understanding of reserve management

Yes

Skills

Team work

Yes

Willingness to learn and upskill as required

Yes

Self-management, practicality, cooperation and reliability

Yes

Education and Professional Memberships

Other

Current unrestricted drivers licence

Yes

First Aid Certificate

Yes

Willingness to be rostered on-call

Yes

DIA Competencies

Competencies are behaviours that drive job success. They are observable and measurable characteristics that can be seen when a job is being done well.

With the exception of Achieves Effectiveness for Māori, the competencies DIA uses are derived from the Competency Sort Cards developed and copyrighted by Lominger Limited, Inc. No part of the Lominger competencies may be used, reproduced or transmitted in any form or by any means, by or to any party outside of The Department of Internal Affairs.

The competencies required for your role are listed below. Each competency falls within a competency cluster, which are broad themes of skills, behaviours and abilities.

Competency Cluster	Competency
Integrity	Integrity and Trust
	Ethics and Values
Intelligence	Learning on the Fly
	Timely Decision Making
	Decision Quality
Edge	Conflict Management
Emotional Maturity	Self Knowledge
	Composure
Talent to Execute	Priority Setting
	Technical Learning
	Drive for Results
	Customer Focus
	Problem Solving
Positive Energy	Perseverance
	Time Management
	Action Oriented
Managing Diverse Relationships	Interpersonal Savvy
	Approachability
	Peer Relationship
Achieves Effectiveness for Māori	Effectiveness for Māori (Level 2)

Integrity

This is the ability to accept personal accountability for actions and decisions; to be reliable, trustworthy, and honest in all aspects of our work; and to uphold the values and principles of the Department.

Intelligence

This is the ability to learn, understand and think things out quickly. It is demonstrated in our ability to reason, solve problems, think creatively, understand ideas that can be complex, and learn quickly from experience. It is the ability to make sense of a changing environment and figuring out what to do.

Edge

This is the ability to make tough calls and to demonstrate courage and confidence in challenging situations. It encompasses expertise in risk management and decision-making. Those with edge provide stability and clarity when crisis and confusion arise.

Emotional Maturity

This is the ability to control one's emotions, to recognise their impact and to adapt to changing circumstances, particularly during stressful times. It includes the ability to sense, understand, and react to others' emotions. It is about knowing one's strengths and weaknesses and continuously looking to improve oneself. It also requires individuals to demonstrate resilience and sound judgment in dealing with challenges.

Talent to Execute

This is about getting the job done. It is the ability to achieve results for the Department and provide an outstanding service, with and through others. It also describes continuously searching for innovation and ways to add value in order to position the Department for future success.

Positive Energy

This is the demonstration of an upbeat attitude through good times and bad, and the desire to strive for the best outcomes for the Department. Individuals who demonstrate this trait are able to positively affect the behaviour of others, motivating them with a sense of purpose and spirit of cooperation. It encompasses the capacity to care deeply for the work that we do and for the principles and values of the Department.

Managing Diverse Relationships

This is the ability to work with a diverse range of people and to build mutually beneficial relationships and networks, sometimes in complex environments. It is the ability to value the contribution of others, respecting each other's views, beliefs and customs, united in a common purpose.

Managing and Developing People

The ability to select, manage, develop and retain an excellent workforce within an environment that values diversity and individuality. It includes the promotion of continuous learning and the development of others to ensure the Department is an employer of choice.

Achieves Effectiveness for Māori

Achieves Effectiveness for Māori describes working effectively with and for Māori colleagues, clients and stakeholders, to ensure their specific needs are identified and met, and to create a positive work environment for Māori. It relates to our Effectiveness for Māori (EfM) strategies, policies and guidelines and supports our vision to be recognised as an EfM leader in public service.

(Please note that this competency is not part of the Lominger Competency suite)