



TaurangaCity

Job description

Title	Contract Relationship Manager
Number	3CW304
Group	Infrastructure
Division	City Waters
Reports to	Manager: Directorate Services
Direct reports	Operations Coordinator (x2), Operations Systems Specialist (x4), Water Systems Support Coordinator (x1), Technical Support Specialist (x1)
Date	05/09/2025

Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Mātauranga Māori and our partnership with tangata whenua.

Job purpose

The primary purpose of this role is to manage the contractual relationship and performance outcomes with Downer New Zealand Limited for the 3 Water Services Collaborative Contract on behalf of TCC and Western Bay of Plenty District Council.

Key outcomes

Lead the Contract Operational Management team successfully.	<ul style="list-style-type: none">• Set clear objectives and standards, actively address people related issues.• Build a multi-functional team that provides services to two separate organisations• Supports team members to overcome roadblocks.
Contract performance, business systems and the management of collaboration	<ul style="list-style-type: none">• Managing the performance of the contractor through the measurement of levels of service achieved for the community.

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and contract financials is accurate.	<ul style="list-style-type: none"> • Manage the provision of contract management / operational support services to the 3 Waters Division of both TCC and WBOPDC. • The contract relationship with Watercare partners is managed. • Activity managers for Water Supply and Drainage Services for both TCC and WBOPDC have relevant Contract information to manage levels of service and maintenance budgets. • Effectively lead contractual requirements. • Budget management of an \$85 million contract.
Provide effective relations and relationship management with all parties.	<ul style="list-style-type: none"> • Build a 4-way collaboration between TCC, WBOPDC, Downer NZ Ltd, Watercare Services Ltd. • Professional relationships are leveraged to benefit achievement of business goals. • Evaluate and report on customer outcomes resulting from the contract.
The team's service and operations are delivered successfully and customers experience positive outcomes.	<ul style="list-style-type: none"> • Services are delivered and managed in accordance with contract agreements and appropriate technical standards, regulations, and guidelines. • Develop and deliver communications via appropriate channels to identified stakeholder groups.
Management of contract financials is accurate and timely.	<ul style="list-style-type: none"> • Establish budgets as well as the subsequent management and review of expenditure and risk associated with the team's budgets. • Budget and quality controls are in place and your team's activities are being delivered in accordance with these controls.

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

Essential person specifications

- Tertiary qualifications in management or business administration.
- Demonstration of relationship management in a multi-partner environment.
- Contract Management (NZS 3917).
- Proven experience in managing business processes, customer service, and relationship management in the local government sector.
- Ten years of Local Government experience.
- Proven team leadership and team development.
- Proven technical (IT and database) experience in a service-orientated environment.
- Proven communication and facilitation skills in the customer environment.
- Proven budget management.

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Our values

Pono / Integrity

We do what we say we will do

Manaakitanga / Respect

We listen to all views and show we care

Whāia te tika / Service

We do the right thing for our community
and each other

Whanaungatanga / Collaboration

We work together and create connections