

Scheme Operator



Department:	Operations & Maintenance
Reports to:	Operations Team Leader
Direct Reports:	Nil
Key Relationships:	Other Scheme Operators, Operations Team Leader, Operations Manager, Infrastructure Manager, Shareholders, Stakeholders
Work Type:	Permanent, Full Time
Place of Work:	MHV Water Ltd irrigation scheme area, MHV offices (Lismore & Ashburton), plus other areas as required.

MHV Water Ltd Mission:

Sustainable solutions for our community, now and into the future

Purpose of position:

The Scheme Operator is responsible for the safe, reliable, and equitable delivery of water to shareholders, and other contracted water users. The role is focused on the operation, monitoring, and maintenance of scheme assets to deliver water.

Reporting to the Operations Team Leader, the role is primarily field-based and focused on day-to-day operational delivery, asset condition, and customer outcomes. The Scheme Operator plays a critical role in ensuring water is delivered in accordance with shareholder entitlements and Water Supply Agreements, while operating assets safely, efficiently, and in line with health, safety, and environmental expectations.

The role requires a strong practical skillset combined with the competent use of operational technology and systems (including SCADA and related software) to support accurate water delivery, fault response, maintenance execution, and continuous improvement.

Performance Expectations

Operational Delivery & Water Management

- Undertake day-to-day operation of the MHV waterscheme to ensure accurate, reliable, and efficient delivery of water to shareholders.
- Deliver water fairly and equitably in accordance with shareholding, Water Supply Agreements, compliance requirements, and any Board-approved directions.
- Operate and monitor scheme assets under normal, constrained, and event-based operating conditions.
- Respond to operational issues, faults, and service interruptions in a timely and professional manner.

Asset Operation & Maintenance

- Carry out routine, reactive, and preventative maintenance activities to ensure assets operate safely, reliably, and to a high standard.
- Undertake mechanical repairs, inspections, calibrations, and servicing of scheme assets including pumps, screens, valves, control gates, and associated infrastructure.
- Assist with fault finding and troubleshooting of field asset issues.
- Supervise contractors on site as required, ensuring work is carried out safely and to specification.

Operational Systems & Technology

- Use computer based operational control systems (SCADA), telemetry, and other operational systems to manage and monitor water delivery and asset performance.
- Accurately record operational activities, water delivery, maintenance tasks, and faults using approved systems and processes.
- Support the Operations Team Leader and Operations Manager through reliable data collection and system use.
- Contribute to improving how operational systems are used to support efficiency, reliability, and decision-making.

Health, Safety & Environment

- Actively contribute to a strong health and safety culture by complying with policies, procedures, and safe systems of work.
- Identify, manage, and report hazards, near misses, and incidents promptly.
- Undertake all work in a manner that minimises environmental risk and supports compliance with environmental policies and obligations.
- Participate in health, safety, and environmental training and initiatives as required.

Stakeholder & Team Engagement

- Maintain constructive, professional relationships with shareholders, contractors, and stakeholders.
- Respond promptly and respectfully to operational enquiries and customer requests.
- Ensure shareholder requests for scheme alterations are referred through approved management processes prior to any works commencing.
- Work collaboratively with the wider MHV team, contributing to open communication and a positive workplace culture.

Rostered & After-Hours Work

- Participate in rostered weekend, after-hours, and on-call duties as required to support operational continuity

Success Indicators

- Water is delivered reliably, accurately, and equitably with minimal customer complaints.
- Scheme assets are well maintained with reduced unplanned outages and repeat failures.
- Operational and maintenance records are accurate, complete, and timely.
- Health, safety, and environmental requirements are consistently met.
- Operational systems are used correctly and consistently to support water delivery and maintenance.
- Positive working relationships are maintained with shareholders, contractors, and internal teams.

Competencies, Experience and Skills

Competencies

- Practical, solutions-focused approach to operational problem solving.
- Strong sense of fairness, accountability, and professionalism.
- Ability to work independently in a field-based environment.
- Willingness to learn and adapt as systems, technology, and practices evolve.
- Disciplined approach to safety, procedures, and asset care.

Experience

- Background in irrigation, utilities, infrastructure, transport, energy, or similar sectors.
- Experience using computer-based operational or maintenance systems.
- Experience responding to faults, outages, or incidents in live operational systems.
- Experience working in geographically dispersed or rural operations.
- Familiarity with farming environments and rural water delivery preferred.
- Physically fit and confident operating in a hands-on, outdoor role.

Skills

- Mechanical aptitude with the ability to carry out general maintenance and fault finding.
- Strong computer literacy, including the ability to use and learn SCADA, telemetry, and job or asset management systems.
- Clear verbal and written communication skills.
- Ability to logically trace faults and implement effective solutions.
- Full New Zealand Class 1 driver licence; 4WD experience advantageous.

The intent of this position description is to provide a representative summary of the key functions and responsibilities performed by the individual in this role. It does not provide an exhaustive list of responsibilities. Staff members are expected to perform any duties reasonably requested by the employer. Position Descriptions are subject to review and amendment to reflect changing circumstances from time to time.