

Laboratory Services Coordinator

Purpose | Te arotahi mātua

The Laboratory Services Coordinator is responsible for overseeing the delivery of laboratory support services, including contracted services via the Taranaki Regional Council's external laboratory services provider.

The role involves working collaboratively and cohesively within the Environment Quality group to provide technical and administrative support to the Environment Quality, Resource Management and Operations groups, specifically assisting with the maintenance and calibration of field equipment, the dispatch of samples to the Taranaki Regional Council's contract laboratory and review of entry of results.

A key aspect of this role is working alongside the Environmental Quality Team Leaders to develop and implement national environmental monitoring standards and standard operating procedures.

Role dimensions | Te ahu mahi

Responsible to: Environmental Assurance Manager
Responsible for: Nil
Primary location: Stratford,
Position grade:

Organisational context | Te horopaki whakahaere



Role specific areas of responsibility | Whakaritea ngā wāhanga kawenga

The key responsibility areas are provided as a guide only. Performance measures for this job will need further discussion between the job holder and People Leader/Manager as part of the performance development process.

Laboratory services

- Provide laboratory service support and conducting lab operational duties to ensure efficient ongoing delivery of a quality analytical service to the Environment Quality group and Compliance team.
- Serve as primary contact for the Taranaki Regional Council's contract laboratory, including overseeing procurement and day to day management of contracted laboratory services.
- Undertake the day to day processing of laboratory samples and ensuring the efficient delivery of quality analytical services within agreed targets.
- Ensure that the appropriate maintenance and/or calibration of field equipment is undertaken, and prepare calibration solutions.
- Oversee the general administration of field sheets and sample analysis templates and results data, update and maintain database entries and process documentation.
- Carry out receipt of samples for dispatch, control sample flow, undertake sample results analysis, and assist in the dispatch of samples.
- Manage laboratory materials to ensure efficient utilisation and minimal waste.

Quality control

- Support the delivery of products and/or services on behalf of the Taranaki Regional Council that meet the required high standard of quality, ensuring that work is fit for purpose to meet all internal and external monitoring and reporting obligations.
- Co-ordinate laboratory quality system reviews and continuous improvement initiatives as required.
- Ensure that delivery of products and/or services on behalf of the Council meet the required high standard of quality, including NEMS guidelines.
- Ensure that work conforms to the requirements of any applicable standards for which the Taranaki Regional Council has attained or is working towards achieving accreditation.
- Ensure the necessary documentation and maintenance of procedures for quality assurance purposes.

Technical support	<ul style="list-style-type: none"> • Assist the Manager – Environmental Assurance in developing yearly work programmes, goals, KPI's, financial management and assessing the effectiveness of the work programmes. • Work constructively with the Environment Quality group and Compliance team to support the prioritisation, planning, scheduling and co-ordination field monitoring activities. • Participate in the sharing of knowledge, advice and support across the wider organisation to deliver on priority projects, promoting consistency, efficiency and innovation in compliance and environmental monitoring and reporting. • Identify and recommend new technologies where applicable.
Science standard	<ul style="list-style-type: none"> • Identify opportunities to improve the Taranaki Regional Council's data work with the Team Leader – Environmental Assurance to develop work programmes and investigations to address these. • Ensure that systems, processes and equipment are used in accordance with requirements set out in any applicable standards for which the Taranaki Regional Council has attained, or is working towards achieving accreditation.
Training and competency	<ul style="list-style-type: none"> • Develop and maintain training resources for officers and train officers in sample management and the use of laboratory equipment, systems and processes, ensuring staff adhere to any requirements. • In partnership with the Environment Quality leadership team, develop and maintain a training and competency matrix for new and existing staff.
Maori relationships	<ul style="list-style-type: none"> • Develop effective partnering relationships with tangata whenua and Māori in relation to the work of the Environmental Assurance team. • Maintain an understanding of the relationships, and work that Taranaki Regional Council has underway, with tangata whenua and Māori groups across the region.
Stakeholder relationships	<ul style="list-style-type: none"> • Foster constructive relationships with a diverse range of external and internal stakeholders for effective and efficient delivery of laboratory services. • Develop and maintain professional networks across all relevant sectors, identifying opportunities to leverage or collaborate on projects that may benefit the Taranaki Regional Council.

Financial Management

- Accountable and responsible for the monitoring and management of the laboratory services contract.
- Assist the Environment Quality group leadership team and Project Co-ordinator in the preparation of environmental monitoring programme budgets and subsequent financial management, including job closures, and reporting of performance.

Health and safety

- Take all practicable steps to ensure a safe and healthy workplace by promoting, implementing and supporting appropriate health and safety practices.
- Work with the relevant Manager or Team Leader to ensure staff are adequately trained in respect of laboratory health and safety requirements.
- Monitor the risks and develop appropriate mitigation strategies for identified health and safety risks associated with laboratory services.

Special requirements

- Must be able to undertake the physical requirements of the position.
- May be required to work with hazardous and toxic materials.
- May be expected to work under conditions in which personal risk is maybe incurred and safety procedures must be adhered to in accordance with the Taranaki Regional Council's Policies and Procedures.





Organisational areas of responsibility | Ngā wāhanga whakahaere

- **Be a team player** – Contribute to the greater team and organisational goals by completing projects and tasks in an efficient and effective manner, including any additional activities as directed by your People Leader.
- **Be flexible and adaptable** – Flexible work arrangements meet the needs of our customers, the Council and the individual and may include the need to work outside normal office hours from time-to-time.
- **Look after yourself and others** – Work within the Council’s health and safety systems, policies and procedures at all times to limit risk and keep yourself and those around you safe.
- **Work with integrity** – Maintain high professional and ethical standards that align with relevant legislation, Council policies and our values.
- **Develop yourself and others** – Proactively seek out opportunities for your own professional development and work alongside others to develop them, including actively taking part in Our TRC.
- **Be culturally aware** – Show appreciation and understanding of Māori culture and values and put these into practice in your work.
- **Be an agent for change** – Always be on the lookout for ways to do things better, faster or smarter and be an active participant in the continuous improvement culture.
- **Be digitally savvy** – Understand and be competent in the use of digital technologies relevant to your role, including processing and storage of Council information in line with relevant policies.
- **Emergency planning and response** – Where required, participate in emergency management training exercises and support Council during an emergency management response, having due regard to the safety of your family.
- **Live our values** - Be aware of and demonstrate our values in ways that support inclusivity in every aspect of our work.

Delegations of authority | Te tuku mana

Delegations for all roles are set out in the **Taranaki Regional Council Delegations Manual** as appropriate.

Personal specifications | Ngā whakaritenga whaiaro

- Qualifications**
- A Bachelor of Science qualification in chemistry or a field that is relevant to the specialisation of this role is required.
 - A Graduate Diploma in Laboratory Technology or equivalent qualification is desirable.
- Experience**
- At least three years' experience in an analytical laboratory preferably IANZ registered.
 - Have technical and practical proficiency and competency in Laboratory procedures and Contract Management.
 - Experience with building and maintaining effective relationships and gaining the cooperation of a wide range of internal and external stakeholders.
- Skills**
- Taranaki Regional Council has a skills pathway framework enabling people to plan their development and grow their skills. The core skills required for this position are aligned with **He Pukenga Ara Skills Pathway**, and a summary table is included in Appendix 1.
 - Excellent communication skills including reporting abilities.
 - Strict attention to quality control, data management and accurate record keeping.
 - Ability to analyse data.
 - Ability to plan and complete work on time and within budget.
- Knowledge**
- Working knowledge of tikanga Māori and Te Reo.
 - Awareness and understanding of the Resource Management Act 1991.
- Personal attributes**
- **Collaborative** – can connect with others, listens, reads people and situations, communicates tactfully.
 - **Goal orientated** – shows commitment and ambition.
 - **Strategic thinker** – ability to think analytically and critically, with the big picture in mind.
 - **Integrity** – leads with purpose and inclusiveness.
 - **Resilience** – displays resilience, maintains composure.
 - **Self-aware and agile** – able to receive feedback on own performance, can self-assess, adapts approach, and commit to own growth and development.
 - Excellent judgement and initiative, able to make decisions
 - Open-minded, practical problem solver
 - Good level of fitness and eyesight



Functional relationships | Te whanaungatanga mahi

Build, maintain and role model meaningful effective and sustainable relationships with;

- Internal**
 - All Taranaki Regional Council staff
 - Environmental Quality group
 - Compliance team
- External**
 - Other Regional and Local Authority staff
 - Laboratory services provider
 - Science providers

Changes to job description | Ngā huringa ki ngā whakaahuatanga mahi

From time to time, it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.



Our health and safety | Tō tātou Hauora me te haumarū

The Taranaki Regional Council is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

There are two key points to health and safety:

1 The safety of our people and the communities in which we operate always comes first.

2 We are all empowered and expected to challenge any unsafe situation at work.

We will achieve these by:

- Building a positive culture
- Aiming for zero harm
- Taking reasonable practicable steps
- Managing contractors
- Communicating
- Develop knowledge
- Investigating and learning



He Pūkenga Ara Skills Pathway

Skill Area	Capabilities
Service Delivery	<ul style="list-style-type: none">• Service Standards• Customer Service• Judgement and Decisions
Organisational Impact	<ul style="list-style-type: none">• Aligns Work• Collaborates• Assesses Impact and Value• Promotes Change
Self-Awareness	<ul style="list-style-type: none">• Knows Self• Develops Self and Others• Builds Trust
Communicates Effectively	<ul style="list-style-type: none">• Clear Messages• Adapts Style• Tact and Diplomacy
Digital Technology	<ul style="list-style-type: none">• Systems Knowledge• Works Efficiently• Data Management
Wellness and Risk	<ul style="list-style-type: none">• Policies and Procedures• Manages Risks• Proactive Wellbeing• Site Safety
Cultural Awareness	<ul style="list-style-type: none">• Reo• Tikanga• Whakawhanaungatanga• Local context• Mātauranga Māori• Regulatory Environment