



Candidate Briefing Pack for Waikato District Council

Opportunity: General Manager of
Customer Services



Candidate Timeline + Additional Information

Robert—
Walters



Employer Benefits

(not limited to)

- Birthday leave (available straight away)
- Flexible working
- Subsidised health insurance with Southern Cross
- Free parking
- Free health checks, flu shots etc

Additional information

- [Position Description](#)
- [WDC's Long-term plan](#)

Follow the links to explore more about the role and organisation

Timeline

Please note that this timeline is a rough guideline and could change

Applications close	Deadline for applications	Monday, 3 rd November
Longlist Interviews	Behavioural based interviews conducted by Robert Walters to be completed	Completed by Monday, 17 th November
Candidate Video Profiles	Video profiles to be completed by longlisted candidates	Completed by Monday, 17 th November
Shortlist Panel Interviews	Appointment Committee conduct panel interviews with top 3-4 candidates	Tuesday 25 th and Wednesday 26 th November
Psychometric Assessments	Background checks and psychometric assessments on final 1-2 candidates	W/C 24 th November & 1 st December
Final Interview with panel	Final interviews to be completed	Thursday 4 th or Friday 5 th December
Due Diligence and final probity checks conducted	Compliance checks completed by Robert Walters on final candidates	W/C 8 th December
Start Date for New GM Appointment		Start of 2026

Briefing Pack for General Manager of Customer Services

Robert—
—Walters



This strategic role leads customer services, regulatory functions, and customer experience, driving innovation and excellence across all community-facing operations. You will work alongside the Chief Executive as a key member of the Executive Leadership Team, shaping high-impact strategies and delivering services that put people first.

Mission and values

He noohanga aahuru, he iwi whai ora, he hapori tuuhono tahi – Our vision is to build liveable, thriving, connected communities.

With a focus on sustainability, inclusivity, and responsible growth, we strive to create opportunities for our communities. By delivering essential services and fostering collaboration, we aim to enhance quality of life for current and future generations.

Geared for Growth

Committed to sustainable growth, we invest in infrastructure and services that support housing, economic development, and environmental protection.

Here to Serve

We prioritise wellbeing, deliver essential services, and foster trust through transparency and collaboration to meet residents' needs with care.

You will lead a large, multidisciplinary team to deliver high-quality services across customer delivery, contact centres, and regulatory areas such as building quality, consents, animal control, and environmental health. This role is central to creating seamless, responsive interactions between council and community. You'll guide policy, process, and systems that lift performance, empower teams, and reflect the values of te ao Maaori and te Tiriti o Waitangi. You'll also support digital initiatives and service models that meet the needs of a growing, diverse community.

Your leadership will embed a culture of accountability and care, ensuring effective complaint resolution, measurable outcomes, and continuous improvement. As part of the Executive Leadership Team, your influence will shape transformation across council-wide service delivery and community outcomes.

Represent the District

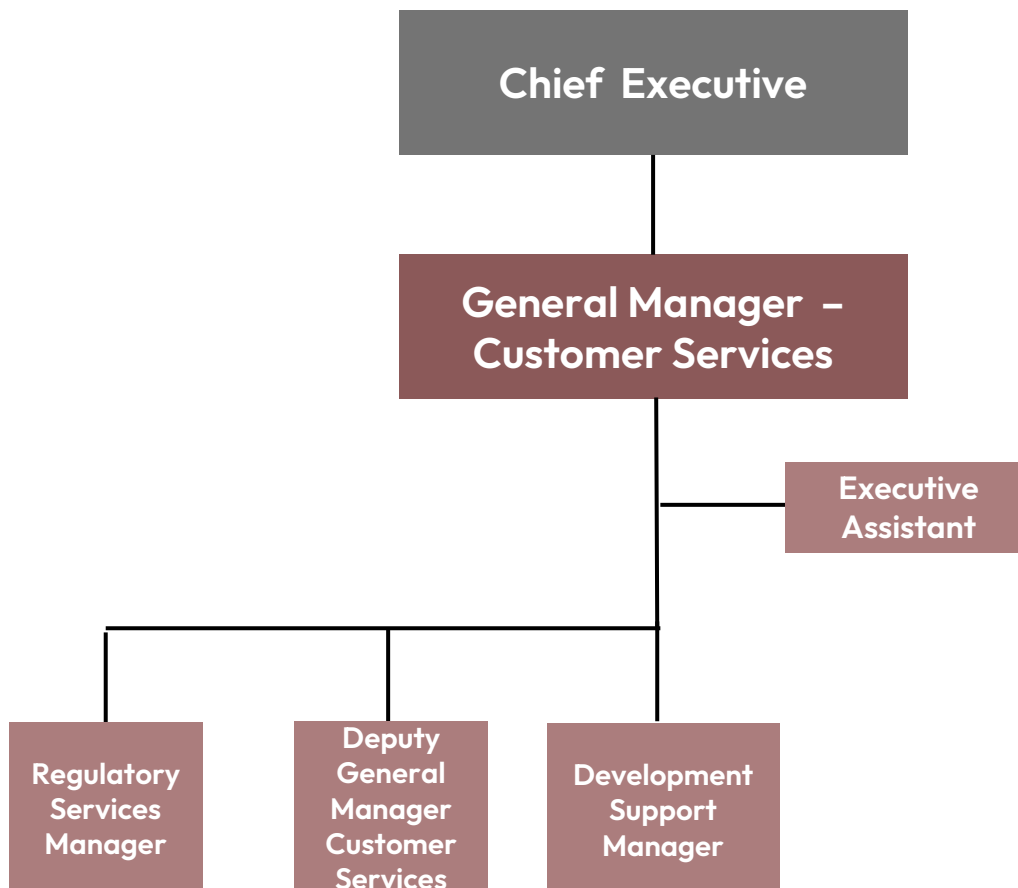
We honour local heritage and listen to residents, ensuring decisions reflect community needs, aspirations, and values as we grow.



Organisational Chart

Robert—
—Walters

Waikato
District Council
Te Kaunihera aa Takiwaa o Waikato



■ - Direct Reports to GM of Customer Services