



Sustainability Coordinator

Job Description

This document provides a job description for the Sustainability Coordinator for The Headwaters.

The Headwaters

The Headwaters is the name of the organization that acts as the umbrella for two current businesses:

1. **Mrs Woolly's General Store**, and
2. **Camp Glenorchy** (New Zealand's first Net Zero Energy range of accommodation) and **Mrs Woolly's Campground** (for tents and campervans during the summer season).

The Headwaters seeks to serve as a sustainable tourism company. The name was inspired by the location of the business at the merging of the Rees and Dart Rivers, where they enter the northern tip of Lake Wakatipu in the township of Glenorchy. The Headwaters is unique in that all profits from the operation will be directed into the Glenorchy Community Trust. The Trust is directed by members of the Glenorchy community to benefit our neighbours and local landscape.

The overarching goal for The Headwaters project is to create experiences that “educate, inspire and delight” visitors. We desire to create warm and welcoming spaces in the general store, Camp Glenorchy cabins and overnight accommodations.

- **The Headwaters Mission** – Providing warm, welcoming experiences that delight and inspire our guests to make healthy, creative and sustainable choices in their lives.
- **The Headwaters Vision** – Creating a thriving, regenerative business that is environmentally and financially sustainable, and that gives back to the local community and larger world.
- **The Headwaters Values** – Beauty matters, our Choices matter, our Hearts guide us, we are always Learning, and Respect is essential. We empower staff to create a positive experience for all guests who come to visit us in Glenorchy.

Camp Glenorchy

The sustainably designed cabins and the Homestead Building at Camp Glenorchy have been built with the highest green standard in the world, The Living Building Challenge. Camp Glenorchy provides guests with first-hand experiences that showcase water and energy conservation, art and beauty in a world-class natural setting. Camp Glenorchy seeks to inspire visitors to try similar conservation and design ideas in their own homes and communities. The goal is to ‘educate, inspire and delight,’ guests with aspects of energy use and solar generation, waste water processing and rainwater collection, and to celebrate the natural and cultural

environment through use of healthy construction materials, native landscape restoration and creative arts and crafts from New Zealand. Camp Glenorchy is a “living laboratory” that measures the performance of a wide-range of carefully selected sustainable building systems. While the systems built at Camp Glenorchy immediately benefit the environment and our guests, the goal is that the buildings will inspire national and international tourism businesses, architecture, design and building communities to move towards more sustainable design and construction.

Mrs Woolly’s General Store

Mrs. Woolly’s General Store offers healthy chef-made takeaway foods for picnics and hikes, fresh organic groceries, unique artisan-made gifts from NZ and around the world, as well as outdoor camping gear, clothing, kitchenware and hardware. Located at the entry to the rural township of Glenorchy, Mrs. Woolly’s General Store also offers healthy quick snacks, coffee to go, and the homemade Full Monty gelato sundae. The store contains a handpicked cornucopia of the best gifts in New Zealand. We also take seriously the idea of being a general store that provides basics year-round, especially for the local community. We provide our customers with items they may have forgotten while on the road so that they can focus on the beauty of life in Glenorchy.

The Headwaters consists of two distinct business units. This role will support both business units.

Responsibilities

The Sustainability and Performance Coordinator will be responsible for ensuring The Headwaters meets its exemplar performance and sustainability objectives. In particular, the role has three core areas of focus:

1. Building and system controls,
2. Sustainability, and
3. Education.

The role requires close coordination with operations and maintenance teams.

Building and system controls

Camp Glenorchy is a Net Zero Energy site that uses of the most advanced controls to achieve exemplar levels of performance. It is designed to achieve net zero energy use and 50% less water use than similar visitor accommodations while providing a comfortable and unique guest experience.

During the first year of operation the building controls must be monitored and fine-tuned to ensure the site meets its energy, water and comfort targets. Key responsibilities are:

- Systems commissioning: monitor the control system to identify items that are not operating to design specifications and work with Evident to resolve
- Through regular review and contact with operations staff, identify and implement improvements to the control system logic to reduce energy and water use
- Monitor and suggest improvements to the control system to meet or exceed energy, water, and other performance targets
- Document on-going procedures and develop training materials for operations staff that use the building control systems
- Establish and follow agreed change approval and revision management processes.

Sustainability

The Headwaters seeks to improve the world we live in through each act of design, construction and operation. To demonstrate and validate its achievements it will certify Camp Glenorchy against the Living Building Challenge (LBC), the most ambitious sustainable building certification scheme in the world. To maximise impact of the project the design, achievements and lessons will be developed and shared to inspire, educate and enable others to do the same.

Key responsibilities include the following, which are closely linked to the 'Building and system controls' responsibilities above:

1. Regularly review performance metrics against performance targets including energy use, energy generation and water use, grey water discharge to site, cabin temperatures and CO2 levels against agreed targets in the energy budget
2. Prepare, implement and maintain a resiliency plan to identify which services would continue to be provided to guests in the event of a major power outage or civil defence emergency and outline procedures for supporting the local community as a centre for civil defence in coordination with Glenorchy Community Disaster Preparedness Committee Chair and QLDC Emergency Management Officer.
3. Working with maintenance and operations teams to identify the causes of deviations from the performance targets and put in place appropriate resolutions.

On a monthly basis:

1. Provide sustainability performance reports
2. Liaise with Tricia Love Consultants and Evident on the status of LBC compliance
3. Liaise with maintenance staff to reconcile maintenance activities with performance changes
4. Maintain and collate LBC compliance documents for energy, beauty, and water as required for certification
5. Oversee ongoing LBC monitoring and report on LBC compliance for the property owner each year.
6. Provide reporting against the resource consent conditions
7. Prepare, implement and maintain a Materials Conservation Management Plan with performance targets. Coordinate the recording of waste streams including waste minimization and separation and disposal of recycling, landfill and organic waste in compliance with the plan.
8. Work with the operations and maintenance teams to prepare and implement a Healthy Indoor Environment Plan identifying the following commitments and methods for implementation:
 - a. Commitment to a no smoking policy anywhere on the grounds of Camp GY
 - b. Consumable products/cleaning protocol (operational cleaning or guest use). All consumable products to comply with the Envirochoice standard for the health of the on-site wetland and the wider environmental watershed. Identify and evaluate consumable products for sustainability.
 - c. Reduce the incidence of particulates tracked into any building through shoes – entry approaches (mat wells, loose mats etc.) and cleaning regime.
9. Develop and implement sustainability policies and training programs.

Education

A core part of the role will be to serve as the educational lead and technical spokesperson for sustainability at The Headwaters. This will involve:

- Developing and conducting educational programs for visitors to The Headwaters
- Developing articles that add depth and information on sustainability at The Headwaters to the company website (one new article per quarter)

- Talking to external parties, including the press, about all aspects of sustainability at The Headwaters
- Leading and inspiring staff to also be sustainability champions at The Headwaters
- Leading tours and educating the public, professionals and other stakeholders on the features of the site.

General

General responsibilities include:

- Work as part of The Headwaters team to contribute to achieving the company's mission
- Health and Safety:
 - Follow the company's health and safety policy
 - At all times take all reasonable steps to ensure their health and safety and that of others
 - Take a proactive role in further developing H&S policy.

Other details

Place of work

The primary place of work will be Glenorchy, 40 minutes' drive from Queenstown.

Accommodation options will be discussed during the interview process.

Dates

This is a full-time role with an expected start date of September 2018. This is a one-year contract that could be made into a permanent position. Start date flexible if necessary.

Skills and qualifications

- Qualifications:
 - BSc or BAppSc degree in business, energy science and technology, energy management, environmental science, electronics or electrical engineering, ideally with a focus in environmental sustainability and energy.
 - Clean driver's licence
 - Ideally: SiteSafe Foundation Passport - Building Construction, or equivalent. Training will be provided, if necessary.
- General knowledge of:
 - Electrical systems
 - Mechanical systems
 - Software systems
 - IP networking
 - Computer operating systems
 - Cloud based computing services
- Software:

- AutoCAD
- Google Docs and Sheets
- Microsoft Office, in particular Word and Excel
- Ideally: software programming experience with Python, Javascript, html and/or Java
- Other skills and attributes:
 - A collaborative approach with excellent interpersonal skills
 - Strong written and verbal communications skills
 - Strong customer focus
 - A structured work approach with the ability to prioritise and manage own time
 - Accuracy and attention to detail with a focus on process and constant improvement
 - The ability to breakdown difficult problems and calmly find a solution
- Personality:
 - Personally committed to The Headwaters mission
 - Quietly stubborn, positive and friendly
 - Respected and respectful, with integrity and honesty
 - Willing to speak their mind, open to feedback
 - Sense of humour.

Training

Our ambition is to have the best staff doing the best work, we know that to achieve this we need to ensure staff can develop the skills required.

We will review periodically and on an ongoing basis the skills requirements of the role and find training to enable you to develop these skills.

The start of the role will involve training in the Living Building Challenge, the software used to develop the monitoring & control solution, and the various systems used by The Headwaters in managing its projects.

How to apply

Please provide CV via email, and a covering letter with contact name, phone number, and email address.

Closing date for applications is 17th of August 2018.

Applications and any questions can be sent to katherine@theheadwaters.co.nz

Applicants must be legal residents of New Zealand and/or hold a valid work visa. The Headwaters values diversity and is an equal-opportunity employer.