

INFRASTRUCTURE WOMEN IN FOCUS



WIN NZ has been established to increase the visibility of women in the infrastructure sector. Every month we profile a different woman working in a different part of the industry. If you would like to be profiled, or would like to nominate someone to be profiled, please answer the questions below and send your picture through to [Tara](#).

We'd like to introduce Sophie Guest as our next Woman of Focus. Sophie is a member of WIN Auckland.



SOPHIE GUEST
DIVISIONAL MANAGER



1. What company or organisation do you work for and what is your role there?

I am the Divisional Manager for Citycare Water in Auckland. I lead our operational teams in the delivery of water maintenance work and construction projects in South Auckland. Our Auckland branch looks after and provides expertise for the Three Waters – potable water, stormwater and wastewater. We pride ourselves on the service we provide to the local area which involves planned and reactive jobs with operations running 24/7.

2. Tell us about your career background and how you got to this position/role?

I landed a graduate position at the Queensland Water Commission straight out of university. Coming from an economics background, I started my career focusing on policy development and regulation of water service providers. I have since held various roles in both public entities and commercial water businesses covering policy, regulation, pricing development and proposals. In January 2020, I moved to Auckland and have taken on an operations leadership role with Citycare Water.

3. Tell us about a project are you currently working on and why it interests you?

As part of our operational delivery, we also support a number of community-focused initiatives in our areas of service. Two in a Ute is an Auckland-based social project Citycare Water runs in partnership with our client Auckland Council's Healthy Waters. Two in a Ute is all about recruiting locally and offering opportunities for employment, up-skilling and individual growth while improving local water sensitive stormwater infrastructure. Currently in its pilot phase, the project is particularly interesting and rewarding to work on as it covers social, environmental and economic aspects. We are supporting our local community in employment and training, and also delivering on environmental objectives as our teams maintain water assets with modern 'green' techniques. Finally, from a management perspective, it is stimulating to nurture and grow a project from its very early stages. We identify and work through challenges to develop the initiative to fulfil its ultimate goals – to create positive change and productive outcomes for our local communities.

4. What's the hardest job you've ever done and why?

I like a good challenge! My current challenge is in my new Auckland-based role leading water operations on a large scale. I am passionate about learning and strive to create opportunities for myself to continuously improve my skillset and knowledge. Throughout my career, I have always chosen roles that offer a challenge and something new for me to learn, from regulating water markets and consultative customer pricing proposals to my current role in operations delivery. I find it exciting and rewarding to learn from those around me and draw on my own experience to bring something unique towards the goal. Diversity of perspectives certainly enables us, as a team, to find innovative solutions and keep growing. From my university years studying economics through to this day in Citycare Water operations, I have always cultivated taking a holistic approach. It's all about converting ideas into a language that people understand and communicating well, particularly on the technical aspects of

the topic. I like to get involved with my teams and their day-to-day duties. I enjoy being out in the field and I ask questions so I can get a better understanding of the work we deliver. I want to keep learning every day.

5. Can you think of one example where your "diversity" has materially affected the outcome of a work situation or project, either positively or negatively?

Traditionally speaking, utilities are male-dominated sectors, and I am heartened to lead the growing number of women joining and loving our industry. I love my work. I hope in leading by example I can help other women to see themselves in operations and take on new opportunities and careers in water and construction. Things are changing. I see more and more women in the field and in leadership roles and I am proud to be a part of this transition to a more diverse workforce.

To learn more about opportunities for a career with Citycare click [here](#) or you can connect with Sophie on [LinkedIn](#).

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