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Regional Offices
66 Gray St, Hamilton
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POSITION DESCRIPTION

POSITION TITLE:	Technical Officer – Operational Monitoring and Reporting
SECTION:	Operations
EMPLOYMENT TYPE:	Full Time Permanent
CLASSIFICATION:	Band 5
LOCATION:	Warrnambool
Date Approved:	August 2016
Approving Officer:	Branch Manager – Operations

POSITION OBJECTIVES

Communication internally and externally operational water quality data in a timely and accurate manner.

Preparation of various routine reports in a timely and accurate manner for both internal and external stakeholders.

Provide assistance in the maintenance and ongoing development of water quality database.

Facilitate in-house requests for non-routine water quality testing and data.

At times provide resource into reviewing and maintaining technical manuals or procedures related to Wannon Water sewer and water systems.

Provide assistance in the development, implementation, review and ongoing operation of Wannon Water's "Integrated Management Systems" components for the Treatment Services Branch including Drinking Water Quality Management System (DWQMS) based on HACCP principles, Environmental Management System (EMS) based on ISO 14001, Occupational Health & Safety (OHS) based on AS/NZS 4801.

KEY RESPONSIBILITIES & DUTIES

Collate comprehensive, accurate and reliable operational data about Wannon Water's water and sewer systems.

Present information in an easy to understand format for viewing by those not technically proficient.

Prepare detailed documents that involve integrating complex information from a variety of sources.

Review and maintain water and wastewater operations manuals and procedures in accordance with Wannon Water's Quality System framework.

POSITION DESCRIPTION

TECHNICAL OFFICER – OPERATIONAL MONITORING AND REPORTING



Establish and maintain effective working relationships, on-going communication and successful negotiations with key stakeholders.

Work to set documentation styles and standards, and updating as required.

Prepare regular and special reports as required and carry out other duties as directed from time to time.

ORGANISATIONAL RELATIONSHIPS

RESPONSIBLE TO: Manager Operational Monitoring & Reporting

INTERNAL LIAISONS All Wannon Water employees

EXTERNAL LIAISONS Consultants, Statutory Authorities

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Under direction from the Manager Operational Monitoring and Reporting, the incumbent is responsible for the communication of various data, the preparation of various monthly reports and the review, administration and maintenance of Wannon Water's operations manuals, operational procedures and related documentation. This involves the collation of comprehensive accurate data about Wannon Waters' water and sewer facilities and systems.

JUDGEMENT AND DECISION MAKING

The incumbent is expected to use their own initiative and judgement to efficiently and effectively achieve the key responsibilities and duties.

Guidance is available from the Manager Treatment Monitoring and Reporting and team coordinators, consultants and the considerable technical resources available to Wannon Water.

SPECIALIST SKILLS & KNOWLEDGE

Essential skills and knowledge:-

- Demonstrated proficiency with software including Microsoft Office, including Word and Excel and data entry.
- A practical knowledge of quality management systems and the ability to develop documentation with a quality framework.
- An appreciation of the processes and risks associated in the provision of water and sewer services.
- The ability to research, investigate and collate information, write reports, review manuals and procedures.
- Experience in translating and presenting technical data and terminology into meaningful written output, for a range of audiences.
- Ability to communicate information and ideas clearly and concisely both verbally and in writing.

MANAGEMENT SKILLS

POSITION DESCRIPTION

TECHNICAL OFFICER – OPERATIONAL MONITORING AND REPORTING



The incumbent is expected to be able to self-motivate, set priorities, plan and organise their own work, to achieve specific objectives with the resources available.

The position may at times require that the person work on their own, relying on their own resources and at other times to work in teams. Guidance and advice is always available for this position.

INTERPERSONAL SKILLS

This position requires high oral and written communication skills and the ability to gain the co-operation of others.

The incumbent must be able to work both independently and in a team environment to accomplish the given task and be able to demonstrate a systematic and thorough approach to achieving results.

This position is expected to resolve routine technical issues with various stake-holders in order to accomplish the given task.

QUALIFICATIONS & EXPERIENCE

Essential

- Extensive experience in computer applications particularly MS Office.
- The ability to communicate and write reports to a wide range of audiences.
- Current driver's licence.

Desirable

- A tertiary technical qualification.
- Experience in using database software.
- Understanding of operation and maintenance of water supply and wastewater systems.
- Understanding of Integrated Management Systems, specifically HACCP, EMS and OHS.

A copy of current drivers license is required for inclusion on personnel file.

INTEGRATED MANAGEMENT SYSTEMS

Wannon Water will plan, establish, implement, maintain, comply with and continually improve an Integrated Management System containing the elements of:

- AS/NZS ISO 9001:2008, Quality management systems - Requirements
- AS/NZS ISO 14001: 2004, Environmental management systems - Specification with guidance for use and AS/NZS ISO 14004: 2004, Environmental management systems - General guidelines on principles, systems and supporting techniques
- AS/NZS 4801: 2001, Occupational health and safety management systems - Specification with guidance for use; and
- HACCP based Drinking Water Quality Management System

Every employee has the right and obligation to continually improve the Integrated Management System by:

- initiating action that prevents deficiencies and
- Initiating, recommending and providing solutions to Management.

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TECHNICAL OFFICER – OPERATIONAL MONITORING AND REPORTING



OTHER INFORMATION

All successful applicants appointed to Wannon Water are subject to the following:

- Referee Check
- National Police Records Check
- Pre employment medical assessment

Operational employees may also require vaccinations for Hepatitis A & B, a hearing test and a lung function test

Probationary Period

All successful applicants will be subject to a three month probationary period. This may be extended to six months if required.

Code of Conduct for Victorian Public Sector Employees

The Corporation will require all successful applicants to adhere to the values and principles outlined within the Code of Conduct for Victorian Public Sector Employees.

Policies and Procedures

All employees will adhere to systems, policies and procedures in relation to the Corporation's activities.

Employees should also adhere to the following principle:

"He or she shall not use the position for his or her personal gain or advantage, nor disclose any confidential information which may be acquired as a result of his or her employment by the Corporation".

Wannon Water employees will demonstrate the values of Wannon Water being:

- **Think It!**
 - Be creative & innovative
 - Embrace change & new ideas
 - Show initiative
 - Rise to the challenge
- **Work It!**
 - Act today for tomorrow
 - Deliver & add value
 - Get on board & have fun
 - Listen, learn, share & grow
- **Own It!**
 - Follow through
 - Take responsibility
 - Walk the talk
 - Celebrate our successes

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TECHNICAL OFFICER – OPERATIONAL MONITORING AND REPORTING



Intellectual Property and Records

All employees will be accountable and responsible in managing and protecting Wannon Water's intellectual property. Employees will be required to accurately capture and record accurate data in daily business activities and support any decisions made in the Records Management System.

Integrated Management System

Every employee has the right and obligation to continually improve the Integrated Management System and ensure its successful operation.

Occupational Health & Safety

Wannon Water has developed OH&S policies & Procedures that are designed to meet the requirements of the internationally recognised Australian Standard / New Zealand Standard 4801 (AS/NZS 4801). These standards ensure that all employees will be provided with a safe and healthy working environment and compliance is mandatory.

Equal Employment Opportunity

Wannon Water observes the principles of Equal Employment Opportunity and it is the responsibility of each and every employee of Wannon Water to ensure the workplace is free from discrimination.

Training & Development

Wannon Water and its employees agree that well planned training is important to the success of the organisation. Wannon Water will work with employees to identify areas where the provision of training is required. An annual performance review of each employee will be undertaken by the employee's manager/coordinator in consultation with the employee to identify, plan and implement relevant training and development for the upcoming twelve months.

Wannon Water commits to providing suitable targeted training to equip employees with the necessary skills and competency to undertake their work.

Employee	Manager
Name _____	Name _____
Signature _____	Signature _____
Date _____	Date _____