



PO Box 1158
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Warrnambool 3280
Phone: 1300 926 666
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POSITION DESCRIPTION

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|---------------------------|---|
| POSITION TITLE: | Manager Operational Monitoring & Reporting |
| SECTION: | Operations |
| EMPLOYMENT TYPE: | Full Time Permanent |
| CLASSIFICATION: | Band 8 |
| LOCATION: | Warrnambool |
| Date Approved: | February 2018 |
| Approving Officer: | Branch Manager Operations |

POSITION OBJECTIVES

The primary objective of the position is to coordinate the monitoring and reporting programs for the Operational teams within Wannon Water.

The incumbent is also required to coordinate the "Integrated Management Systems" components for the Operations Branch of Wannon Water.

KEY RESPONSIBILITIES & DUTIES

Monitoring performance

The position is responsible for ensuring systematic and robust processes exist for operational monitoring of Operations and Maintenance branches. This includes, but is not limited to:

- Water quality sampling program and associated data.
- Field data including water quality, water levels and water meter flows.
- Bulk entitlement monitoring.
- Groundwater licence monitoring.
- Management system information.
- Compliance with legislation.
- Key Performance Indicators.
- Meter verification and calibration program (water meter component in consultation with Non-Revenue Water/Metering Engineer).
- Water loss monitoring (in consultation with Non-Revenue Water/Metering Engineer).

Reporting performance

The position is responsible for ensuring the monitoring criterion is reported routinely and timely to key stakeholders. Stakeholders include:

- Branch Manager Operations and their employees as required
- Branch Manager Maintenance and their employees as required
- Branch Manager Retail Services and their employees as required

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- Wannon Water's Board and Executive Committee
- Regulators (DHS, EPA, Southern Rural Water and others)
- Other Wannon Water departments as required

Database coordination

The incumbent is responsible for the coordination of all databases and manuals as they pertain to the monitoring and reporting system, specifically:

- Aquantify
- IRIS
- Chem-alert
- Other databases and systems which assist the capture of relevant information including operational spreadsheets

Integrated Management Systems coordination

Responsible for the development, implementation, integration and continual improvement of the Drinking Water Quality Management System (DWQMS) based on HACCP principles across Wannon Water.

Responsible for the development, implementation, integration and continual improvement (within the realm of the Operations Branch) of:

- Environmental Management Systems based on ISO 14001
- Occupational Health & Safety based on AS/NZS 4801 (Treatment Services Only)
- Quality Systems ISO 9001

Manuals and Procedures coordination

The incumbent is required to ensure all procedures and manuals are developed and implemented associated with the integrated management system.

Standing reports

Responsible for the coordination and timely delivery of the following recurrent reports (not exhaustive):

- Weekly Water Supply Status Report.
- Annual Water Report (for Wannon Water's Annual Report).
- Bureau of Meteorology Report and upload.
- Victorian Water Accounts Annual Report.
- Annual Drinking Water Quality Report (Dept. Health report).
- Annual EPA Licence Compliance Statement and internal report.
- Bulk Entitlement Monitoring and Compliance Reports.
- Groundwater Licence Compliance reports (SRW).
- Reclaimed Water Compliance Board report.
- Water Quality Compliance and Water Quality Complaint Board report.
- Integrated Management System reports to the IMS Committee.

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- Bulk Water Meter Program and Reports.
- Non-Revenue Water Balance Report (annual and regular).
- Any requested reports on operational performance.

Special Tasks and Duties

The incumbent is required to research, investigate, write reports, develop strategies, develop concepts and carry out projects of a one-off nature as directed by the Branch Manager Operations.

ORGANISATIONAL RELATIONSHIPS

| | |
|-------------------|---|
| RESPONSIBLE TO: | Branch Manager Operations |
| RESPONSIBLE FOR: | Operational Monitoring and Reporting Team employees |
| INTERNAL LIAISONS | All Wannon Water employees |
| EXTERNAL LIAISONS | Public Authorities, Regulators, Consultants, Contractors, Professional Personnel, Customers (including major customers) and Public. |

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The incumbent is required to manage officers of the “Operational Monitoring & Reporting” team and to report directly to regulatory bodies, where the freedom to act is governed by Wannon Water policies, statute and subordinate legislation.

Decisions and actions taken by the incumbent may have a substantial effect on the operational unit being managed or on the public perception of the wider organisation.

JUDGEMENT AND DECISION MAKING

The position involves both problem solving and applicable policy development. The work typically requires the identification and analysis of an unspecified range of options before a choice can be made.

The incumbent will be working in an environment where methods, procedures and processes are less well defined; the incumbent is expected to contribute to their development and adaptation.

SPECIALIST SKILLS & KNOWLEDGE

The position requires:

- proficiency in the application of theoretical or scientific approaches in the search for solutions
- an understanding is required of the long term goals of the wider organization
- specialist knowledge in management systems and their associated international and/or Australian standards

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MANAGEMENT SKILLS

The position requires self-motivation, management of time, setting priorities and supervising the employees within the “Operational Monitoring & Reporting” team.

Management skills are required to achieve objectives and goals, taking account of organisational and external constraints and opportunities.

INTERPERSONAL SKILLS

The position requires:

- The ability to persuade, convince or negotiate with clients, members of the public, other employees and persons in other organisations in the pursuit and achievement of specific and set objectives, and
- The ability to lead, motivate and develop other employees.

QUALIFICATIONS & EXPERIENCE

Degree in Civil or Environmental Engineering or Science (or suitable other equivalent) is mandatory.

Minimum of five years’ experience in process treatment and/or network operations or management.

Minimum of four years’ experience in the development and/or implementation of management systems is also required.

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 actions that prevents deficiencies as well as initiating, recommending and providing system improvements to Management.

The incumbent is responsible for ensuring that the following general management requirements are carried out for the Operational Monitoring & Reporting team:

- Objectives – establish, implement and maintain documented objectives and targets that shall relate but not be limited to, product/service delivery, environmental impact and occupational health and safety.
- Planning – carry out planning in order to meet the requirements of activities, products and services.

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- Resources – determine and provide required resources which will include but are not limited to human resources and specialised skills, organisational infrastructure, technology and financial resources.
- Hazard and Risk – undertake hazard identification, hazard/risk assessment and control of hazards/risks that relate to activities, products or services.
- Incidents and Emergencies – establish and maintain procedures to identify potential for and respond to accidents and emergency situations.
- Communication – establish appropriate communication processes.
- Purchasing – establish activities to ensure that purchased products or services conform to specifications.
- Corporate Knowledge Management – ensure compliance with Corporate Records Management and control policy, procedure and practice.
- Incident and Hazard Management – responsibility and authority for handling and investigating non-conformances, taking action to mitigate any impacts caused and for initiating and completing corrective and preventative action shall be defined.
- Training and Competence – to determine the necessary competence required for employees, including contractors and action any training required to satisfy these competency needs.
- Analysis of Data – collect and analyse appropriate data to demonstrate conformity of activities, products or services.

OTHER INFORMATION

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

- Referee Check,
- National Police Records Check, and
- 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:

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- **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

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 are 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.

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| Employee | Manager |
|-----------------|-----------------|
| Name _____ | Name _____ |
| Signature _____ | Signature _____ |
| Date _____ | Date _____ |