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## **POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	<b>Coordinator Treatment Operations</b>
<b>SECTION:</b>	Operations
<b>EMPLOYMENT TYPE:</b>	Full Time Permanent
<b>CLASSIFICATION:</b>	Band 7
<b>LOCATION:</b>	Wannon Water Service Delivery Area
<b>Date Approved:</b>	January, 2018
<b>Approving Officer:</b>	Branch Manager Operations

### **POSITION OBJECTIVES**

The primary role of the position is to coordinate and manage a team of operations employees undertaking day to day activities at a number of water treatment, disinfection and water reclamation plants servicing Wannon Water customers.

The role has a particular emphasis on maximising productivity in a team environment that provides for individual development and maximum work satisfaction. The Coordinator Treatment Operations must also take a lead role in water and wastewater treatment process improvements, water sampling, dam safety inspections, water reticulation cleaning programs and in mentoring members of their team.

The Coordinator Treatment Operations is required to take a leading role and ensure that other employees in the team maintain high service standards in their dealings with customers. The incumbent is also expected to encourage innovation and seek cost effective solutions to customer service and operational issues. Regional operations budgets are to be monitored monthly by the incumbent ensuring compliance with expenditure policy and performance KPI's.

The Coordinator Treatment Operations must also assist in the implementation of management support systems. The incumbent may also be required to take up other positions within the Operations branch to further their own skill development and meet the functional needs of Wannon Water.

### **KEY RESPONSIBILITIES & DUTIES**

As a member of the Operations team the principal accountabilities are:

#### **Business Systems**

- Assist to introduce and maintain effective quality based systems.
- Assist with the implementation and on-going review of Environmental Management and Drinking Water Quality Management Systems including external certification.
- Ensure adherence to management systems providing and implementing appropriate responses to all non-conformances.
- Ensure all required data is collected and logged in related databases or referred to the requesting officer in a timely manner.

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## COORDINATOR TREATMENT OPERATIONS



### **Emergency Response**

- Be accountable for timely and appropriate response to treatment failure incidents, water quality and environmental incidents to the Manager and Branch Manager Operations or other appropriate officers.

### **Catchment Management, Groundwater and Storages**

- Assist with the operational sourcing of water from catchments, groundwater bores and various storages.
- Coordinate inspectorial services for dam safety surveillance.

### **Water and Wastewater Treatment and Systems**

- Effectively and efficiently, operate and maintain water and wastewater systems to deliver continuous high quality services to customers and meet regulatory requirements.
- Ensure that all activities are undertaken in an environmentally responsible manner.
- Lead work teams to undertake agreed maintenance programs and assist other staff and consultants to review programs.

### **Recycling**

- Liaise with the Operations Support and Projects department on a regular basis on the quality and quantity of water to be used in the reuse systems. Also to ensure reuse infrastructure is maintained in a "fit for purpose" state.

### **Customer Service**

- Assist to represent Wannon Water in the community and increase the public profile and standing of Wannon Water.
- Deal with customer enquiries related to operation and maintenance of Wannon Water's systems.
- Assist to identify and examine issues affecting service delivery to customers, develop and document options for their resolution and implement solutions.

### **Statutory Compliance**

- Undertake and supervise the collection and testing of statutory (and operational) samples for internal and external analysis.

### **Trade Waste**

# POSITION DESCRIPTION

## COORDINATOR TREATMENT OPERATIONS



- Liaise with the “Major Customer Operations Officer” on a regular basis on the quality and quantity of trade waste entering the treatment systems

### Safety

- Will be compliant with all Wannon Water Occupational Health & Safety policies & procedures at all times
- Ensure that working environments and staff within the incumbents region are safe at all time
- Carry out monthly safety audits across other operational regions within the Operations Treatment group

### Leadership

- Supervise an operations team to maximize productivity and work satisfaction.
- Assist to undertake training needs analyses, establish, and take part in training/development programs for field personnel.
- Undertake workplace assessment of employees and contractors in operation and maintenance related procedures and tasks.
- Resolve operational issues / problems on a day to day basis

### Teamwork

- Be an effective contributing member of the Wannon Water Operations branch.
- Be committed to the implementation of agreed projects within set timeframes.

### Finance and Budgeting

- Assist to prepare annual recurrent and capital budgets for operations and maintenance within the operations branch.
- Deliver responsibilities in accordance within the nominated budget and contribute to the financial accountability and growth of Wannon Water.
- Prepare monthly budget reports ensuring Wannon Water’s budgetary objectives are met.

### Performance Measurement

- Develop and implement Key Performance Measures and control systems compatible with Wannon Water’s systems to enable progress reporting and exception reporting.

### Special Duties

- Prepare regular and special reports as required.
- Perform other duties which may be incidental or peripheral to the main duties of the position.

## ORGANISATIONAL RELATIONSHIPS

RESPONSIBLE TO: Manager Operations

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## COORDINATOR TREATMENT OPERATIONS



RESPONSIBLE FOR:	Treatment Operations employees
INTERNAL LIAISONS	All Wannon Water employees
EXTERNAL LIAISONS	Public Authorities, Regulators, Consultants, Contractors, Customers and Public.

### ACCOUNTABILITY AND EXTENT OF AUTHORITY

Manage resources, provide advice to customers and clients and participate in the development of policy and procedures.

The freedom to act is governed by policies, objectives and budgets with a regular reporting mechanism to ensure achievement of goals and objectives.

Required to provide input into policy development within their area of expertise and/or management.

This position is expected to be highly self-sufficient.

This position is responsible for ensuring that all members of their team work in a safe environment and use sound and safe work practices which results in maximising employees' health and safety in accordance with the relevant legislation.

### JUDGEMENT AND DECISION MAKING

This position is strongly focused on problem solving. The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem solving process comes from the application of these established techniques to new situations and the need to recognise when these established techniques are not appropriate. Guidance is not always available within the organisation.

This position will make recommendations to the Manager Operations regarding policy procedures and method that would improve the efficiency and effectiveness of the team.

Advice and direction is available from the Manager and Branch Manager Operations.

### SPECIALIST SKILLS & KNOWLEDGE

The position requires strong leadership skills to lead a geographically challenging workplace, general management skills, a sound knowledge of water, wastewater and recycled water systems and regulatory requirements.

An understanding is required of the long term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.

Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures may be required.

This position requires:-

- Practical knowledge and understanding of treatment plant operations and maintenance.
- A creative approach to alternate solutions.

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## COORDINATOR TREATMENT OPERATIONS



- A systematic approach to problem solving.
- Awareness of the legislative requirements to perform the functions.
- Knowledge of computer software.
- Knowledge of administrative procedures, budgeting and financial procedures.
- Ability to apply technical knowledge to provide sound solutions.
- Sound knowledge of the application of Quality Management Systems in an operational environment.
- Sound knowledge of Quality, Safety and Environmental Management systems.

### MANAGEMENT SKILLS

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

This position requires;

- Self-motivation, management of time, setting priorities and organising one's own work.
- Setting the daily tasks for the Treatment Operations team through short and long term work schedules.
- Ability to prepare an action plan for areas of responsibility, timetable the tasks and meet the objectives within the timetable.
- Ability to lead and motivate the Treatment Operations team.

### INTERPERSONAL SKILLS

The Team Leader must have excellent leadership and communication skills.

This position requires the ability to liaise and advocate issues with key stakeholders.

This position needs to coordinate the Treatment Operations team to find best solutions to problems.

### QUALIFICATIONS & EXPERIENCE

This position requires;

- Certificate III in Water Industry Operations or tertiary equivalent
- Demonstrated leadership qualities.
- Good oral communication skills

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- Demonstrated skills in managing time, setting priorities and planning and organising the work of a small team of field employees.
- Experience in the water industry with particular emphasis on water and wastewater treatment processes and management systems
- Good skills in solving problems and demonstrated initiative in the workplace.
- Current motor vehicles driver's licence.

### 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

The incumbent is responsible for ensuring that the following general management requirements are carried out for the Treatment Operations department:

- 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.
- 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

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## COORDINATOR TREATMENT OPERATIONS



### 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:

- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership

#### **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**

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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 _____