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Regional Offices
66 Gray St, Hamilton
15 Townsend St, Portland

POSITION DESCRIPTION

POSITION TITLE:	Environmental Regulatory Reporting Officer
SECTION:	Operational Monitoring & Reporting Team, Treatment Services
EMPLOYMENT TYPE:	Full Time
CLASSIFICATION:	Band 6
LOCATION:	Warrnambool
Date Approved:	May 2018
Approving Officer:	General Manager - Service Delivery

POSITION OBJECTIVES

The primary role of the position is to provide assistance in the monitoring and reporting programs of Wannon Water's Environmental Management Systems to meet legal, operational, performance and policy objectives.

The incumbent is also required to provide assistance in the development, implementation, review and ongoing operation of Wannon Water's "Integrated Management Systems" components for the Operational branches.

KEY RESPONSIBILITIES & DUTIES

Ensure activities within your area of responsibility are undertaken in accordance with safety legislation and the Occupational Health and Safety System of Wannon Water.

Performance Monitoring

- Collect, collate, analyse and identify non-compliance and trends in operational data, including:
 - Sewerage quality laboratory and in-house data,
 - Reuse water quality laboratory and in-house data,
 - Biosolids and soils laboratory data,
 - Water level data (incl. reservoirs, tanks, bores), and
 - Water meter data (incl. bulk meter, zone meters, treatment meters, major customer meters. excl. customer meters).
- Identification of high priority issues and risks from activities undertaken by Wannon Water that could impact on the management of water, groundwater, sewerage, trade waste, recycled water and biosolids.
- Initiate responses where operational data is non-compliant or identifies a risk through the formulation of risk assessments and environmental management plans.
- Use, configure and administer Aquantify (water and sewerage results database) for the storage, retrieval and reporting of operational data.
- Provide support to operators for Aquantify and other relevant applications.

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Performance Reporting

- Preparation of weekly, monthly, quarterly and annual operational reports in a timely and accurate manner.
- Prepare regulatory reports to the Environmental Protection Authority and Southern Rural Water.
- Report on Wannon Water's compliance with management systems.
- Report on water quality results periodically to validate and verify system procedures.
- Provide timely feedback to management when the management systems are non-compliant.
- Propose and undertake corrective actions through external and internal audits of the Management Systems.

Integrated Management Systems

- Monitor and review of the treatment services integrated management systems and ensure that they meet regulatory requirements and corporate objectives – including but not limited to:
 - Drinking Water Quality Management System (DWQMS) based on HACCP principles
 - Environmental Management Systems based on ISO 14001
 - Occupational Health & Safety based on AS/NZS 4801
- Schedule, develop and maintain Wannon Water's operational procedures and related documentation.
- Provide advice to management on the development of procedures and programs.

Development of Management Systems

The incumbent is required to assist in the development of the elements of the Drinking Water Quality and Environmental Management Systems pertaining to the Operations branch.

As such the incumbent is required to:

- Contribute to policy development,
- Assist in the development of the Management system framework,
- Coordinate and write system procedures, and
- Contribute to the creation of log sheets and records to provide verification and traceability to ensure that the processes are compliant.

Special Duties

- 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 internal departments.
EXTERNAL LIAISONS	Public Authorities, Regulators, Consultants, Contractors, Customers (including major customers) and the Public

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Performs monitoring and reporting work with consultation and referral to senior management.

Provides specialist advice to employees, customers and regulators, where the freedom to act is subject to regular supervision, governed by corporate objectives and legislation and regulatory

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requirements. The effect of decisions and actions taken may be significant but decisions will be subject to appeal or review by more senior employees.

The extent of authority is to use one's own initiative and judgement in presenting proposals to management

Formal input into policy development may be required in the area of expertise.

Supervision and training of junior staff with support from more senior employees.

JUDGEMENT AND DECISION MAKING

The nature of work is usually specialised with methods, procedure and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations. Guidance and advice are usually available.

SPECIALIST SKILLS & KNOWLEDGE

- Proficiency in the application of theoretical or scientific discipline, including the underlying principles as distinct from the practices.
- An understanding of the long-term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.
- Demonstrated investigative, conceptual, analytical and problem solving ability, including the ability to identify emerging issues and trends and to balance competing demands.
- Knowledge of legislation relevant to the water industry.
- Ability to understand ISO14001 in an organizational context
- Practical knowledge of Quality, Safety and Environmental Management systems and the ability to develop documentation with a quality framework.
- Knowledge of the processes and risks associated in the provision water and wastewater services.
- Demonstrated high level of ability to collect, prepare and analyse data with experience in the use of computer packages for storage, retrieval and interpretation of quality data.
- Experience in researching, investigating, and collating information used to write procedures.
- A sound knowledge of relational databases, reporting tools and MS Office.

MANAGEMENT SKILLS

- Self-motivation, management of time, setting priorities and organising one's own work.
- Management of time and resources to meet deadlines.
- Ability to prepare a strategic plan and action plan for areas of responsibility, timetable the tasks and meet the objectives within the timetable.
- Ability to lead and motivate adhoc project teams within the operations department to achieve the required outcomes.

INTERPERSONAL SKILLS

The position requires the ability to gain co-operation and assistance from other employees in the administration of defined activities and in the supervision of other employees.

The position requires liaising with their counterparts in other organisations to discuss specialist matters and with other employees in their own organisation and to resolve problems.

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The incumbent shall have the ability to:

- Perform effectively in a team environment.
- Cooperate and work well with others in the pursuit of team goals:
 - Share information;
 - Support others;
 - Show consideration; and
 - Concern and respect for others feelings and ideas.
- Accommodate and work well with the different work styles of others.
- Respond and adjust easily to changing work demands and circumstances.
- Be receptive to new ideas.
- Build productive networks:
 - Able to establish and maintain relationships with people at all levels;
 - Promote harmony and consensus through diplomatic handling of disagreements; and
 - Is able to forge useful partnerships with people across business areas, functions and organizations.
- Work both independently and in a team environment.
- Be proactive in developing colleague knowledge and skills regarding environmental issues.
- Be motivated toward improving customer service.

QUALIFICATIONS & EXPERIENCE

- Tertiary qualification in civil engineering, environmental engineering or science, or other appropriate technical qualifications or substantial relevant industry experience.
- Experience with quality system certification.
- Experience in developing and maintaining documentation in quality system formats.
- Experience in report writing using report writing tools such as Microsoft Reporting Services.
- Experience with relational databases.

Personal Attributes:

- Well-developed written and oral communication skills. The ability to undertake multiple projects simultaneously and prioritise accordingly. To work independently and as part of a wider team to ensure the achievement of Corporate and Branch Objectives.
- Task-focused project management style with experience in changing behaviours. See solutions rather than problems
- Must hold a current Victorian driver's license.

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: 2015, 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

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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.

OTHER INFORMATION

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

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".

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.

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