



PO Box 1158
25 Gateway Road
Warrnambool 3280
Phone: 1300 926 666
Fax: 5565 6050

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

POSITION DESCRIPTION

POSITION TITLE:	Manager Operations
SECTION:	Treatment Operations
EMPLOYMENT TYPE:	Full Time Permanent
CLASSIFICATION:	Band 8
LOCATION:	Warrnambool
Date Approved:	March 2019
Approving Officer:	Branch Manager Operations

POSITION OBJECTIVES

The primary role of the position is to manage the Operations Branch Coordinators for the Eastern, Central, Western areas and Networks Operations providing specialist knowledge in practical treatment applications and regulatory compliance for drinking and reclaimed water, catchment management and raw water harvesting.

The incumbent is to provide a seamless link between the strategic planning of the Operations Branch and the subsequent field implementation of these strategies, including but not limited to business systems (HACCP, Environmental Management Systems and OH&S), specialist projects and general operational works.

KEY RESPONSIBILITIES & DUTIES

Business Systems

- In liaison with the Branch Manager – Operations develop and oversee the implementation of business strategies as outlined in the Corporate and Operations Plans and systems for the maintenance of water, wastewater and reuse treatment systems
- Assist the Branch Manager to identify the business system requirements for operations functions including information systems for:
 - Management of treatment plants, both water and wastewater
 - Management of catchments and the supply of raw water
 - Management of field based workforce
 - Monitoring and response to faults in water, wastewater and reuse treatment systems.
- Assist the Environmental team in the development of the improvement plans, corporate plans and water plans for all relevant asset types as operated and maintained by the Operations team

POSITION DESCRIPTION

MANAGER OPERATIONS



Emergency Response

- Ensure field operations employees maintain an effective 24 hour response to water and wastewater treatment plant and pump station faults and failures.
- Assist the Emergency Manager prepare and periodically test emergency response plans and integrate with disaster plans.
- Assist the Emergency Manager establish and maintain incident response procedures.

Catchment Management, Groundwater and Storages

- Oversee the operational sourcing of water from the catchments, groundwater bores and various storages in consultation with the Branch Manager and/or Senior Water Scientist and/or Manager of Monitoring and Reporting.

Water, Wastewater and Reuse Treatment Systems

- Manage the operations and maintenance of water, wastewater and reuse treatment plants to meet DHHS, EPA and DEWLP guidelines and standards.
- Manage the water quality/reuse issues and tasks (e.g. mains flushing) downstream and upstream of treatment plants.
- Arrange routine operations work at small towns.

Customer Service

- Consult with the Manager of Monitoring and Reporting and the Senior Water Scientist to maximise the performance of the water, wastewater and recycled water treatment to deliver a high standard of service to Wannon Water's customers, consistent with Wannon Water's Customer Charter.
- Direct field staff to respond to external and internal customers regarding water quality, environmental, reuse and trade waste activities.

Safety (Zero Harm)

- Ensure the Treatment and Network Operations field based activities are undertaken in accordance with safety legislation and the Occupational Health and Safety systems (including Zero Harm policy and procedures) of Wannon Water.
- Ensure all senior employees whom supervise employees and/or contractors understand that they have an obligation to their employees and/or contractors so far as is reasonably practical to provide and maintain a working environment that is safe and without risks to physical and mental health.
- Ensure that employees and/or contractors within the branch have appropriate training and competency assessment in regard to occupational health and safety.
- Assist in the delivery of compliance against the OHS Act 2004 and the OHS Regulations 2017.
- Assist in the delivery of certification against ISO 45001, ISO 14001 and ISO 9001

POSITION DESCRIPTION

MANAGER OPERATIONS



Leadership

- To lead, motivate and develop Treatment and Network Operations Branch field employees to ensure the achievement of Wannon Water's values and corporate objectives.
- To strongly support, through the introduction of change management practices and integrated management philosophies, the development of Wannon Water.
- Establish and maintain effective relationships with other Water Corporations and Agencies and relevant stakeholders and represent the Corporation in a competent and professional manner.
- Carry out employee reviews of the branch's coordinators group in line with Wannon Water Policy and procedures.

Finance and Budgeting

- Prepare, monitor and confine expenditure to the budget of the relevant sections (as determined by the Branch Manager) in the Treatment and Networks Operations and Branch.
- Exception report to the Branch Manager Operations where budgets deviate or are likely to deviate on a monthly basis

Special Duties

- Prepare regular and special reports as required by the Branch Manager Operations and carry out other duties as directed from time to time.

ORGANISATIONAL RELATIONSHIPS

Responsible to:	Branch Manager Operations
Responsible for:	Central, Eastern & Western District Coordinators (Treatment Operations), Network Coordinator, Consultants, Contractors
Internal Liaison:	All Wannon Water employees
External Liaison:	Public Authorities, Regulators, Consultants, Contractors, Professional Personnel, Customers and Public

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The freedom to act is governed by broad goals, policies and budgets with periodic reviews to ensure conformity with those goals and a reporting mechanism to ensure adherence to budgets.

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

JUDGEMENT AND DECISION MAKING

Exercises individual judgment and initiative in the application of engineering/scientific principles, techniques and methods.

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Decisions related to tasks performed are specialised with methods, procedures and processes developed from theory or precedent. Application of experience and methods is required for problem solving and new situations.

Responsible for the development and implementation of policy and procedures for all of the Treatment and Network Operations areas, and provide specialist input to the strategic planning processes in consultation with the General Manager – Service Delivery and the Branch Manager – Operations.

Work may call upon previous experience to improve and/or develop methods and techniques

SPECIALIST SKILLS & KNOWLEDGE

The position requires strong communication skills to work in a geographically challenging workplace, general management skills, a sound knowledge of drinking and reclaimed water application and regulatory requirements.

This position requires:-

- Responsibility of a financial delegation for purchases regarding treatment operations.
- Responsible for the forward planning of budget expenditure.
- Practical knowledge and understanding of treatment plant operations and maintenance.
 - Practical knowledge and understanding of catchment management and harvesting of water
- A creative approach to alternate solutions.
- A systematic approach to problem solving.
- Awareness of the legislative requirements to perform the functions.
- Knowledge of Computer Software.
- Ability to apply Process and Environmental Engineering knowledge to provide sound solutions.
- Sound knowledge of the application of Quality Management Systems in an operational environment.

MANAGEMENT SKILLS

Strong management skills are required to achieve multiple strategic and policy objectives and organisational goals, taking into account, constraints and opportunities.

This position requires;

- Self-motivation and the management of coordinators and teams, management of time, setting priorities of self and those of the area teams and organising the Treatment Operations and Networks Coordinators Group's work.

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- Ability to prepare a strategic plan and action plan for areas of responsibility, timetable the tasks and meet the objectives within the timetable.

INTERPERSONAL SKILLS

- Ability to supervise and mentor subordinate employees and to ensure achievement of corporate objectives.
- Ability to work as part of a team
- Position requires good oral and written communication skills.
- This position requires the application of specialist knowledge and expertise to resolve problems, effectively discuss, negotiate, persuade and gain co-operation from employees, consultants, customers and the public and to find suitable outcomes to align with operational requirements of the business.
- Ability to liaise on a specialist level with the counterparts of other Water and Statutory Authorities.

QUALIFICATIONS & EXPERIENCE

A tertiary qualification in Engineering, Environmental Science, Process Engineering or Chemical Engineering is preferred together with proven experience in managing a diverse and dynamic team.

Work experience within the water supply and wastewater sector will be highly regarded, including experience in Water and Wastewater processing and Treatment Plant operations.

Copy of current drivers licence is required for inclusion in personnel record.

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:, Quality management systems - Requirements
- ISO 14001: Environmental management systems
- AS/NZS 4801:, 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.

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

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- 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

OTHER INFORMATION

Wannon Water are passionate about people:

- The people we employ.
- The people who depend on our products and services.
- The people who make up the communities of South West Victoria.

We are committed to a destination where:

- Our people love working at Wannon Water.
- Our customers consider us great value.
- Our community partnerships help this region flourish.
- We are proud of our business excellence.

Inclusion and Diversity

Wannon Water embraces all forms of diversity and promotes family friendly working hours and leave arrangements to ensure our workforce is representative of the community that we serve.

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

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Probationary Period

All successful applicants will be subject to a minimum three month probationary period but not extending beyond six months.

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 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”.

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 _____