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Regional Offices
 66 Gray St, Hamilton
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POSITION DESCRIPTION

POSITION TITLE:	Manager Operations Support and Projects
SECTION:	Operations
EMPLOYMENT TYPE:	Full Time Permanent
CLASSIFICATION:	Band 8
LOCATION:	Warrnambool
Date Approved:	Nov 2018
Approving Officer:	Branch Manager Operations

POSITION OBJECTIVES

The primary responsibilities and accountabilities of the position are to:

- Manage strategic improvements to water and wastewater systems through operational changes and minor capital delivery to improve business efficiency, regulatory compliance and customer satisfaction.
- Ensure the effective management of the Major Customer portfolio and external clients, including trade waste and water supply services.
- Manage the effective delivery of a diverse program of natural asset and water recycling activities arising from relevant Strategies, Strategic Risk register and Corporate Plan.

The incumbent will provide inspiring leadership to a highly skilled and diverse team and a seamless link to a range of internal clients, business systems (HACCP, Environmental Management Systems and OH&S), specialist projects and general operational works.

This position reports directly to the Branch Manager Operations.

KEY RESPONSIBILITIES & DUTIES

Strategic Planning

- In liaison with the Branch Manager – Operations, develop and oversee the implementation of business strategies and systems for the operation of water, wastewater and reuse treatment systems.
- Assist the Branch Manger to identify the business system requirements for operations functions by identifying capital improvement requirements of treatment assets and prepare Improvement Plans for water and sewer for inclusion in the Corporate Business Plan and Pricing Submission Program.
- Provide strategic and operational advice to management relating to operational asset performance.

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- Analyse and review the performance of operational assets, implementing strategies to optimise asset performance and economic life for given operational performance requirements.

Operational performance and capital delivery

- Oversee the troubleshooting of complex problems related to operational asset performance in commissioning and operational stages and develop solutions to address chronic failures.
- Oversee the investigation, design and project management of minor operational capital improvements and detailed project justifications.

Major Trade Waste

- Oversee the provision of tradewaste and water supply services to Wannon Waters Major Customers and key external clients ensuring data collation to and from the billing process is accurate and timely, and that relationships are proactive and professional.

Biodiversity and Reuse Systems

- Oversee the management of all natural assets and sites of biodiversity value to ensure they are managed in accordance with Wannon Water's strategies, policies and regulatory requirements.
- Oversee the management of the recycled water and biosolids programs to ensure regulatory compliance and business efficiency.
- Ensure all Wannon Water recycled water customers adhere to Recycled Water and Farm Lease Agreement conditions to meet Wannon Water and regulatory requirements.

Customer Service

- Provide leadership and effective team management to ensure a high standard of service to Wannon Water's customers, consistent with Wannon Water's Customer Charters.
- Ensure responses to both external and internal customers regarding water quality, environmental issues, reuse and trade waste activities are provided in an accurate and timely manner that reflects Wannon Water's values..

Safety

- Ensure all 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 health.

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- Ensure that employees and/or contractors within the team have appropriate training and competency assessment in regard to occupational health and safety.
- Will be compliant with all Wannon Water Occupational Health & Safety policies & procedures at all times

Leadership

- To lead, motivate and develop Operations Support and Project employees to ensure the achievement of corporate objectives, work satisfaction and work / life balance.
- Establish proactive relationships with the Manager - Operational Monitoring and Reporting and the Manager – Operations to establish a shared responsibility for Branch outcomes.
- Establish and maintain effective relationships with other departments within 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 Operational Support and Project employees 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 Operations Support and Projects department.
- Exception report to the Branch Manager – Operations where budgets deviate or are likely to deviate.

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:	Operations Support and Projects team
Internal Liaison:	All Wannon Water employees
External Liaison:	Public Authorities, Regulators, Consultants, Contractors, Major Customers and Public

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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.

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 Operations Support and Projects area 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, strong 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 Operations Support and Projects.
- Practical knowledge and understanding of both water and wastewater treatment plant operations.
- Responsible for the forward planning of budget expenditure for Operations Support and Projects.
- A creative approach to alternate solutions.
- A systematic approach to problem solving.
- Awareness of the legislative requirements to perform the functions.
- Ability to apply process and environmental engineering knowledge to provide sound solutions.
- Sound knowledge of the application of Management Systems in an operational environment.
- Responsible for administrative procedures, budgeting and financial procedures.

MANAGEMENT SKILLS

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

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- Self-motivation and the management of coordinators and teams, management of time, setting priorities of self and those of the Operations Support and Projects team.
- 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 manage and mentor employees and to ensure achievement of corporate objectives.
- Ability to work as part of a strong management 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 Environmental Engineering, Environmental Science, Process Engineering or Chemical Engineering is preferred together with proven experience in managing diverse teams.

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
- AS/NZS 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.

OTHER INFORMATION

Wannon Water are passionate about people:

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- 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

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.

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