

## POSITION DESCRIPTION

<b>Position title</b>	Coordinator Treatment Operations
<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>	June 2024
<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 subordinate employees.

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.

# POSITION DESCRIPTION

## Coordinator Treatment Operations



- Ensure all required data is collected and logged in related databases or referred to the requesting officer in a timely manner.

### **Emergency Response**

- Be accountable for timely and appropriate response to treatment failure incidents, water quality and environmental incidents to the Branch Manager Operations of 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 Reuse Coordinator on a regular basis on the quality and quantity of water to be used in the reuse systems

### **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 impacting on 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**

- Liaise with the "trade waste officer" on a regular basis on the quality and quantity of trade waste entering the treatment systems

# POSITION DESCRIPTION

## Coordinator Treatment Operations



### **Safety**

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

### **Leadership**

- Supervise an operations team to maximize productivity and work satisfaction.
- Assist to undertake training needs analyses and 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 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 system 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.

# POSITION DESCRIPTION

## Coordinator Treatment Operations



### ORGANISATIONAL RELATIONSHIPS

<b>Responsible to</b>	Manager Operations
<b>Responsible for</b>	Treatment Operations employees
<b>External Liaison</b>	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 subordinate employees 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 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.

## POSITION DESCRIPTION



### Coordinator Treatment Operations

- 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.
- 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
- Demonstrated leadership qualities.
- Good oral communication skills
- 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.

A valid Australian driver's licence is required for inclusion on personnel record.

# POSITION DESCRIPTION

## Coordinator Treatment Operations



### 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 - Specification with guidance for use and AS/NZS ISO 14004: Environmental management systems - General guidelines on principles, systems and supporting techniques
- 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

#### Values

Wannon Water employees will demonstrate the values of the Victorian Public Sector as described in the Code of Conduct for Victorian Public Sector Employees (Responsiveness, Integrity, Impartiality, Accountability, Respect, Leadership, Human Rights) as well as Wannon Water's values:

- Think It!
- Work It!
- Own It!

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.

#### Probationary Period

All successful applicants will be subject to probationary period in accordance with the Fair Work Act 2009.

# POSITION DESCRIPTION



## Coordinator Treatment Operations

### 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.

### 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	_____