

Manager Water and Wastewater

APPLICATIONS CLOSE: Friday 10 May 2024

Are you looking for your next challenge in a supportive and dedicated team? We have an exciting position available for a Manager Water and Wastewater to lead the planning and delivery of capital works programs in line with Council's Delivery Program and Operational Plans.

Position Overview

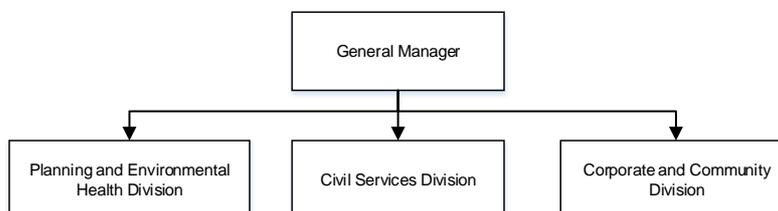
Reporting to the Director Civil Services, you will lead and manage the Water and Wastewater section to ensure the efficient delivery of a variety of best practice water and wastewater programs for the Ballina shire.

The key responsibilities of this role include:

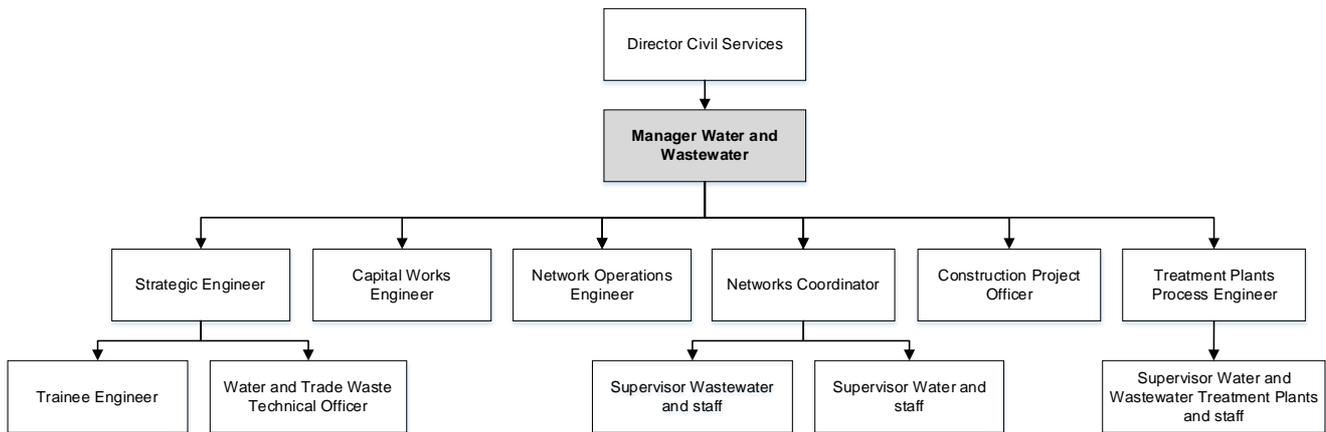
- Manage all work processes within the Water and Wastewater section to ensure compliance with Council policy and procedures and relevant legislative and industrial requirements and standards.
- Contribute toward Council's Delivery Program by developing objectives that reflect Council's vision/mission, community needs and expectations and resources available to ensure the efficient and effective operation of the activity.
- Build and continuously improve the section's capability and expertise and embed best practice approaches.
- Develop and implement strategic plans for future infrastructure, plant and human resource needs.
- Undertake and oversee contract and project management.
- Proactively manage work program objectives to ensure the timely delivery of projects and services.

Structure

Corporate Structure



Section Structure



Corporate Vision and Values

It is considered highly important that the vision and values of Council's employees align with that of Council. It is therefore paramount that the successful candidate for this position demonstrates qualities that will assist Council in achieving the following:

Vision: Ballina Shire is safe, with a connected community, a healthy environment and a thriving economy.

Community Values: Creative | Accessible | Respect | Energetic | Safe

Pre-employment Assessments

Prior to being appointed to the position of Manager Water and Wastewater, short-listed candidates will need to successfully complete the following pre-employment assessments:

- Pre-employment medical self assessment – the completion of Council's pre-employment medical self assessment form to assess overall health and well-being to determine suitability to the duties of the position. Council will then determine the requirement for a medical assessment undertaken by a general practitioner.
- Criminal history check.
- Qualification verification check.

Remuneration Package

Conditions of employment will be in accordance with the terms and conditions of the Local Government (State) Award and Council's Managers' Enterprise Agreement. The position of Manager Water and Wastewater provides an annual salary of up to \$153,000 per annum (plus 11% superannuation), dependent upon experience, skills and qualifications.

Additional benefits associated with this position include:

- A leaseback vehicle for work and private use is also available in accordance with Council's Light Motor Vehicle Policy. A leaseback vehicle for work and private use is in accordance with Council's Light Motor Vehicle Policy, with an additional fuel radius allocation for private use of the vehicle.
- Support toward the cost of relocation associated with recruitment.
- 19 day month flexible work arrangement.
- Additional three days of special leave over Christmas/New Year period.

- Additional allowances and reimbursements for internet, health and wellbeing and professional memberships.
- Educational assistance initiatives.
- Training support program.
- Subsidised non-compulsory uniform.

Application Requirements

Applicants must complete an application online via the following link: <https://ballina.nsw.gov.au/careers--88>, which involves addressing some key selection criteria for the position. Applications that do not address these criteria will not be considered. In addition, a resume will need to be provided with the following details included:

- Relevant education and qualifications (interviewed candidates will need to produce original qualifications at time of interview)
- Relevant work experience
- Contact details of at least two professional referees, including your current employer.

Recruitment Process

Council's recruitment process is conducted according to strict confidentiality and equal employment opportunity standards. It is Council's aim to complete the recruitment process and notify candidates of an outcome within four weeks of the closing date, however this timeframe can be extended due to unforeseen circumstances. As a guide, the expected timeframe for the recruitment process for Manager Water and Wastewater is as follows:

Closing date:	Friday 10 May 2024
Interview date:	Week commencing 27 May 2024
Candidates notified of outcome:	Week commencing 3 June 2024

For further information on this recruitment process, please refer to Council's website or contact Council's People and Culture section on 02 6686 1443.

Position Description

Position Summary

Position Title:	Manager Water and Wastewater
Position Status:	Permanent, full time
Reports to:	Director Civil Services
Location:	Administration Building Cnr Tamar and Cherry Streets, Ballina
Applicable Grade:	Manager 3

Position Objective

- To provide proactive management of the functions required to deliver efficient and effective water and wastewater services, including the maintenance and further development of Council's drinking water, recycled water and wastewater infrastructures and systems.
- To provide leadership aligned to Council's values to promote a highly engaged work team.
- To lead the development and implementation of strategic plans to ensure the Council's current and future drinking water, recycled water and wastewater infrastructure objectives can be provided.

Organisational Relationships

Within Department:	Director Civil Services Section Managers Civil Services staff Water and Wastewater staff
Within Council:	General Manager Executive Team All Council employees
External to Council:	Members of the public Government Departments Consultants, solicitors and other professionals Local businesses Developers and Contractors

Our Vision

The Ballina Shire is safe, with a connected community, a healthy environment and a thriving economy.

Our Community Values (CARES)

Creative * Accessible * Respect * Energetic * Safe *

Key Duties and Responsibilities

Key duties of the position include, but are not limited to, the following:

Customer Service

- Assertively and diplomatically answer and process complex enquiries/requests from internal and external customers.
- Provide professional and timely advice to management, staff and the public with respect to position related matters.
- Provide safe and reliable drinking water, recycled water and sewage management services to the Ballina Shire community.
- Interpret and apply technical concepts and practices to resolve formal complaints, problems and explain policy.
- Promote a positive image for Council through efficient and effective responses to public enquiries at the counter, over the phone and on site concerning general enquiries.

Drinking Water, Recycled Water and Wastewater Management

- Manage the Water and Wastewater functions of Council.
- Manage all work processes within the unit to ensure compliance with Council policy and procedures and relevant legislative and industrial requirements and standards.
- Promptly respond to and manage identified problems and/or non-compliance issues.
- Contribute toward Council's Delivery Program by developing objectives that reflect Council's vision/mission, community needs and expectations and resources available to ensure the efficient and effective operation of the activity.
- Develop plans and strategies to ensure the effective achievement of Delivery Program Objectives and to enable Council to know their immediate, medium and long term asset management requirements relevant to section activities.

Leadership

- Facilitate the development of team goals and priorities.
- Develop and actively maintain team harmony and resolve any conflicts within the team.
- Demonstrate strong knowledge of Council's career planning objectives and programs and identify and develop individual employee potential.
- Promote high levels of employee engagement through effective leadership.
- Provide support, feedback, coaching and mentoring to develop individual team member performance.

Written Communication

- Respond to correspondence in accordance with Council's customer service and communication guidelines.
- Prepare clear and concise reports to Council and relevant governing bodies on issues as they relate to this position.
- Prepare material for use by the public that clearly and succinctly explains Council policies.
- Develop Council policies in relation to position, ensuring that policies reflect the culture, values and objectives of the organisation.

Project and Contract Management

- Provide advice on appropriate ways to undertake projects, including costings, time, equipment and materials.
- Prepare contract documents and project plans and specifications in line with Council's policies and procedures.
- Brief, select, engage and effectively manage contractors/consultants to undertake work.

Financial Management

- Ensure works are undertaken and finances are managed within specified budgets.
- Ensure works are undertaken in compliance with designated resource allocation.
- Undertake financial forecasting and estimate budget requirements.
- Financial reports are provided in a clear and concise manner according to Council requirements.

Work Health and Safety

- Monitor the practical application of work health and safety in the daily work of section staff. This involves implementing and monitoring staff compliance with Council policies and procedures.

Continual Improvement

- Contribute to process, systems and procedures improvements that deliver quality services and projects.

Key Outcomes and Performance Standards

The below key outcomes and performance standards are required by all staff. They are to be demonstrated each and every year to enable eligibility for assessment of pay progression.

The performance standards must occur within the context of Council's community and work environment, including day to day operations, policies and procedures.

Key Outcome	Performance Standard
<i>Follow defined WHS procedures</i>	<ul style="list-style-type: none"> • Workplace procedures and instructions for controlling risks are followed accurately. • Hazards in the work area are recognised and reported to the immediate supervisor. • Reports on accidents and incidents are provided to the immediate supervisor in accordance with Council requirements. • Assist others in the work team with implementing risk management policies and procedures.
<i>Provide service to customers</i>	<ul style="list-style-type: none"> • Handles requests for action or information using Council's protocol and procedures. • Responds accurately to verbal enquiries from the community about specific work area and functions. • Carries out all processes within the agreed Council timeframes.
<i>Work effectively within and for Ballina Shire Council</i>	<ul style="list-style-type: none"> • Duties are performed in accordance with Council administrative and people and culture policies such as timekeeping, information management, WHS and EEO. • Own work is monitored and improved, according to requirements for job quality, customer service. • Requests for assistance from other staff or the public are responded to promptly and appropriately. • Effectively contribute to change processes and other ideas in a constructive and productive way.
<i>Work with others in Council</i>	<ul style="list-style-type: none"> • Duties are undertaken in a manner that promotes cooperation and good relationships within Council. • Work information is shared with co-workers to ensure designated work goals are met. • Communication with others is conducted in a clear and concise manner and focused on the best way to achieve work objectives. • The principles and intent of Equal Employment Opportunity (EEO) are observed and implemented.
<i>Communicate effectively in the workplace</i>	<ul style="list-style-type: none"> • Participation with work group and other teams is supportive, efficient and effective, with the primary goal of helping achieve Council's objectives. • Participation in work meetings is consistent with purpose of meeting and meeting conventions understood and observed. • Information, instructions and decisions are understood and adhered to. • Provide concise, relevant work information in response to supervisor requests within designated timeframes.
<i>Follow defined ethical guidelines from Council, including its Code of Conduct and uphold Council values</i>	<ul style="list-style-type: none"> • Understanding and day to day implementation of Council's Code of Conduct and Public Interest Disclosures Act. • Any potential conflicts of interest are reported immediately to the relevant Council officer. • Support is given to other staff who may wish to report any potential conflicts of interest. • Understand and comply with Fraud and Corruption Policy and Plan.

Selection Criteria

Following are the essential and desirable criteria for the position:

Essential

Applicants must meet the following criteria:

- Behaviour that positively demonstrates Council's values of: creative, accessible, respect, energetic and safe.
- Tertiary qualification in engineering or a related field.
- Demonstrated leadership experience including capacity to build staff engagement, align management practices to the Ballina Shire corporate values and manage and mentor a diverse team.
- High level of professional knowledge in the disciplines of water and wastewater treatment, networks and infrastructure.
- Demonstrated experience in the preparation of forward capital works programs and budgets, and the ability to provide strategic advice.
- Demonstrated experience in managing multiple and complex projects with the ability to meet project deadlines within a politically sensitive environment.
- Excellent interpersonal skills with the ability to undertake high level negotiations and resolve conflict issues in a fair and constructive manner.
- Demonstrated experience in strategic planning, change management, and innovation to ensure the section's performance continues to meet contemporary and future needs.
- Class C driver licence.
- Knowledge and understanding of the principles and practices of equal employment opportunity, risk management principles and work health and safety and an ability to apply them to the work practices.

Desirable

The following criteria are considered important and demonstrated capacity to satisfy them will be highly regarded:

- Experience in contract administration, including development of tender/contract documents and overseeing the supervision and maintenance of contractors.
- Post Graduate qualifications in engineering, management or a related discipline.
- Demonstrated professional knowledge and understanding of Local Government, environmental protection and other related legislation pertaining to water and wastewater management.
- Commitment to continuing professional development.