Role Description
Senior Operations Engineer

Title	Senior Operations Engineer
Classification/Grade/Band	Band 3 Level 3
Group/Unit/Section	Water and Sewer / Network Operations and Maintenance / System Operations
Reports to	Section Manager System Operations

Vision

A vibrant organisation doing great things

Purpose

To provide valuable services that strengthen and support the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Be Safe, Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the Senior Operations Engineer is responsible for providing direction to employees and assisting management with the alignment of strategic, operational and organisational objectives in designated business units. This will be achieved through providing strategic, operational advice combined with the day to day response, control and investigation of operational issues**.**

The position of Senior Operations Engineer is required to engage with employees, provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Utilise knowledge and experience of Council's SCADA system to identify operational improvements to water and sewer network operations;

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- Work with the Section Manager Systems Operations to develop, monitor and control the performance of the Systems Operations section projects and activities. This may involve supervising a small team of engineering and/or field staff as required;

- Partner in the development of Central Coast Council's SCADA information technology operational requirements and future strategic direction;

- Develop business cases that clearly define opportunities and strategies for water and sewer network operational improvements, including improvements to systems control. Facilitate the necessary change processes to deliver these improvements;

- Work with field teams and Council's SCADA system to monitor and control major or significant operational events and activities including water bulk transfers, planned system outages or emergency events;

- Develop and deliver infrastructure upgrades and re-engineering projects for water and sewer networks, which may include preparing technical specifications and contract documents for capital and operational projects;

- Develop and implement policies and procedures associated with the operation and control of water and sewer network assets to ensure the services provided, meet Council's corporate objectives;

- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;

- The Senior Operations Engineer may work away from Council premises and is required to make autonomous decisions usually influenced only by Council policy, the situation and relevant legislative framework. Independent action is required;

- Decisions affect the work and activities of others within the Unit;

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- The work of the Senior Operations Engineer influences the community within a specified service line through the application of technical skill or application of regulatory requirements;

- The Senior Operations Engineer is responsible for ensuring that operational safety standards or other requirements are met at an operational level;

- Develops a complete budget for a section or a specific project. Responsible for costing resources/time/people and materials;

- Review financial targets for section and forecast costs and commitments. Achieve results through the development of cost and revenue targets and active management of expenditure for section. Use procedures such as benchmarking to monitor cost effectiveness;

Personal Attributes

- Give frank, open and honest feedback/advice and seek to listen and understand when ideas are challenged;

- Set an example for others to follow and identify and explain ethical issues, and act to prevent and report illegal and inappropriate behaviour;

- Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance;

- Be responsive to the input of others and work to understand their perspectives.

Interpersonal Skills

- Actively listen and clearly explain complex concepts and arguments to individuals and groups;

- Take responsibility for delivering high quality customer-focused services;

- Identify opportunities to work collaboratively with other teams/ units to solve issues, develop better processes and approaches to work and share lessons learned;

- Identify and resolve issues with other staff and stakeholders and respond constructively to conflict and disagreements.

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Business Enablers and Technical Skills

- Make sure team/unit understand expected goals, take responsibility for delivering on intended outcomes and acknowledge success;

- Ensure current work plans and activities support and are consistent with organisational change initiatives;

- Anticipate, identify and address issues and potential problems working towards sustainable solutions and outcomes;

- Ensure that actions of self and others are focused on achieving organisational outcomes;

- Take account of financial implications and return on investment when planning financial transactions;

- Identify ways to leverage the value of technology to achieve team/ unit outcomes, using the existing technology of the business;

- Be aware of procurement and contract management risks and actions to mitigate these;

- Evaluate progress and identify improvements for future projects.

Leadership/Management

- Provide timely feedback to staff to assist Section Manager in resolving performance issues that impact on team outcomes;

- Promote a sense of purpose by ensuring the team understands the performance outcomes and the strategic direction of the business;

- Monitor and communicate performance standards to desired outcomes;

- Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change.

QUALIFICATIONS

Essential

- Degree qualification in Civil or Environmental Engineering or related field;

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- Current Class C Driver's Licence.

EXPERIENCE

- Extensive experience in water and sewer network operations, including demonstrated experience using SCADA to control water and sewer networks;

- Demonstrated success in delivering water and/or sewer network operational projects or programs;

- Sound knowledge of industry standards related to the operation of water and sewer networks e.g. WSAA;

- Demonstrated experience in responding to and reporting on water quality and environmental issues related to water and/or sewer networks;

- Proven ability to assess, interpret and judge information or situations, and formulate recommendations based on the findings;

- Demonstrated leadership behaviours, including active communication regarding performance, coaching, mentoring and change management.

Key Relationships

Internal	External
Section Managers/Team Leaders	Community
Other Council employees (not including direct reports)	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
	State and Federal Government Agencies
	Other Regulatory authorities

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