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| **Title** | Operations Engineer |
| **Classification/Grade/Band** | Band 3 Level 2 |
| **Group/Unit/Section** | Water and Sewer / Network Operations and Maintenance / Systems Operations |
| **Reports to** | Lead Operations Engineer |

**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 role of Operations Engineer is responsible for providing operational engineering support for Council water and sewer networks, focusing on response, control and investigation and resolution of operational events and project activities, in accordance with set performance and quality standards.

The position of Operations Engineer is required to provide quality customer service and create value for the community.

**Key Duties and Responsibilities**

* Develops and delivers operational projects and maintenance programs for water and sewer networks, which may include preparing technical specifications, leading procurement processes and effectively managing contracts and contractors to support the delivery of projects;
* Monitors and controls significant operational events and activities, including bulk water transfers, planned system outages or emergency events;
* Responds, investigates and reports on operational events within the water and sewer networks in accordance with Council’s emergency response and regulatory reporting guidelines;
* Develops and updates operational policies, procedures and management processes for water and sewer networks as required;
* Responds to all customer and stakeholder issues by investigating and resolving these issues in a timely and efficient manner;
* Develops business cases for new projects or operations including identifying needs, assessing solution options, issues identification, cost analysis/business case preparation, scoping and project justification;
* Contributes to the development and improvement of WH&S and risk management initiatives and practices for the Unit;
* Performs 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;
* Policy and procedures are readily available but the Operations Engineer is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction;
* Decisions affect the work and activities of others within the section or from a specific project team;
* The work of the Operations Engineer influences the external environment by ensuring services are consistent with Council standards;
* The Operations Engineer complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee’s acts or omissions;
* Identifies requirements as an input to budget development;
* Monitor budgetary spending within work area, against pre-determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within work area.

# Personal Attributes

* Be adaptable, flexible and focused when dealing with change;
* Represent Council honestly, ethically, professionally and lead by example;
* Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
* Be responsive to the input of others and works to understand their perspectives.

**Interpersonal Skills**

* Listen to others and asks appropriate, respectful questions and adapts behaviour accordingly;
* Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customer’s needs;
* Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
* Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/or withdraw from a conflict situation.

**Business Enablers and Technical Skills**

* Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
* Understand the team/unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;
* Identify issues that may impact on task completion and provides appropriate solutions;
* Understand delegations and act within authority levels;
* Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
* Support system improvement initiatives and embrace new technologies;
* Purchase under delegation and comply with procedures;
* Understand project goals, action tasks and expected outcomes and identify and escalate project variances.

**Team Work**

* Recognise and acknowledge individual/team performance;
* Monitor and use resources responsibly to achieve team objectives;
* Accommodate changing priorities and respond flexibly to uncertainty and ambiguity;

**QUALIFICATIONS**

**Essential**

* Degree qualification in Civil or Environmental Engineering or related field.

**EXPERIENCE**

* Demonstrated experience in water and sewer networks;
* Sound knowledge of industry standards related to the operation of water and sewer networks e.g. WSAA;
* Demonstrated success in delivering water and/or sewer network projects or programs;
* Demonstrate experience using SCADA to control water and sewer networks (preferred but not essential);
* Proven ability to assess, interpret and judge information or situations, and formulate recommendations, provide specialist advice or deliver a service, based on the findings.

Key Relationships

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