

POSITION TITLE:	Assistant Network Operator
POSITION NUMBER:	10508
AWARD:	Queensland Local Government Industry (Stream B) Award – State 2017
AWARD CLASSIFICATION:	5
REPORTS TO:	Network Crew Operator
DEPARTMENT:	Infrastructure and Utilities

ABOUT US

Our vision

A progressive region creating opportunities for all.

Our mission

We are a council committed to continuous improvement, a sustainable future and efficient investment in our communities.

Our values

- Respect and integrity.
- Accountability and transparency.
- Providing value.
- Commitment and teamwork.

OBJECTIVE OF THIS ROLE

The Assistant Network Operator is a development role and will undertake planned or responsive activities / repairs to the water and wastewater networks under the direction and supervision of the Network Crew Operator. This includes job planning, job safety and risk assessments, traffic management, identifying and reporting. In addition, receiving and closing out of customer requests on a tablet computer and marking up Council plans for asset accuracy.

KEY RESPONSIBILITIES IN THIS ROLE

1. **Continuity of supply.** Undertake work as directed to minimise disruption to customer service.
2. **Customer Service.** Undertake works as directed to meet customer levels of service.
3. **Planned Maintenance.** Undertake planned maintenance activities as directed on water and sewer networks. Carry out manual works as required.
4. **Responsive Maintenance.** Undertake responsive maintenance activities as directed on water and sewer networks to ensure customer service levels are met. Carry out manual works as required.
5. **Safety and training.** Work according to safe work procedures and undertake necessary training to ensure regulatory compliance is met and zero harm is achieved.

6. **On-call / after-hours.** Participate in an on-call roster system as a crew member to undertake after-hours responsive or planned maintenance activities.

Additionally, this position may be required to conduct other duties as lawfully directed by the reporting supervisor and/or manager.

ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

Mandatory:

- Willingness to undertake further training in water and wastewater network management and planned and responsive maintenance activities

Desirable:

- Field experience in a similar or related role

QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

Mandatory:

- Minimum of Queensland C class provisional drivers licence.
- General Construction Induction Card.
- Willingness to undertake Cert III Network Operations, or Water Industry Worker certificate, and other training as required.

Desirable:

- Excavator ticket/statement of attainment.
- MR licence.
- Traffic control accreditation.
- Asbestos, confined space, working at heights, trenching.

KEY SELECTION CRITERIA

1. Sound written and oral communication skills.
2. Demonstrated time management skills, with the ability to organise and prioritise work effectively to meet deadlines/timeframes.
3. Demonstrated ability to follow safe work practices.
4. Self-motivated with the ability to work as part of a team.

CORPORATE REQUIREMENTS YOU MUST MEET

1. Commitment to council's vision, mission and values.
2. Compliance with council's code of conduct.
3. Adherence to all relevant council policies and procedures, certified agreement, your contract of employment and relevant legislation, including the *Local Government Act, 2009* and *Work Health and Safety, Act 2011*.
4. Commitment and adherence to council's customer service charter.
5. Compliance with all relevant and necessary pre-employment checks required for this role.
6. Commitment to council's corporate plan.
7. Commitment to equal employment opportunity, diversity and merit principles.
8. Commitment to ensuring a workplace free from bullying, harassment and discrimination.

9. Efficient and effective utilisation of resources as allocated under the level of responsibility for the position.
10. Commitment to change management.

ELIGIBILITY AND PRE-EMPLOYMENT CHECKS

To be appointed to a permanent position, you must be an Australian citizen, or have permanent residency status, or a visa permitting you to work in Australia permanently. If you have a visa permitting you to work temporarily in Australia, you may be appointed to a position on a temporary basis, providing the work complies with the conditions of your visa.

The pre-employment checks relevant to this position include:

- Right to work in Australia.
- Reference checks.

CORE COMPETENCIES WE NEED FROM YOU

Competency	Definition	Level
Delivering Results	Having the ability to set objectives for yourself and others, taking a forward looking perspective, and delivering successful outcomes within agreed parameters.	1
Communication	Identifying and using appropriate communication styles and methods, taking into consideration the audience and the desired outcome. Building and maintaining effective working relationships with key stakeholders, both internal and external.	1
Initiative and innovation	Anticipating situations and problems, finding appropriate solutions, grasping opportunities for improvements and taking ownership for continuous improvement that goes above and beyond the call of duty.	1
Flexibility	Being able to adapt your thinking and behaviour to suit different situations and changing circumstances. Taking other people's views on board, accepting new and different ways of working and encouraging others to embrace change.	1
Teamwork	Having the ability to work as part of a team, actively encouraging team working and recognising the role you play as part of the council team.	1
Commitment to Council	Being willing and able to align your own behaviours with the objectives, goals and values of council; acting as a role model and promoting the values to others.	1
Customer service	Aligning your behaviour with the customer service charter to ensure both internal and external customer needs are met; taking a positive attitude, showing commitment and having a can do approach.	1

Workplace Health & Safety	Taking reasonable care for the health and safety of yourself and others, complying with reasonable instruction and co-operating with council policy and procedure.	1
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A copy of the Competency Handbook is available on the Central Highlands Regional Council website under 'Careers with Council'.

GENERAL OBLIGATIONS

1. This is a description of the job as it is presently constituted. Council will regularly review position descriptions and appropriately update them to ensure that they relate to the job being performed, or to incorporate whatever changes are being proposed. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation.
2. Whilst employment is in the position described in this document it is understood that employment is with Central Highlands Regional Council. In the event of organisational change or restructure, council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in the times of disaster or significant exceptional operational circumstances.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
5. Failure to maintain any licence or qualification, which are a condition of your employment, may result in demotion or termination as council is unable to guarantee your transfer to a position not requiring said licence/qualification.

Please sign below if you have read, understood and accepted the responsibilities of this position as outlined in this position description.

Name

Signature

Date