

# Position Description

## CORPORATE INFORMATION

<b>Position Title</b>	Co-ordinator Operations – Water Business Unit		
<b>Directorate</b>	Office of the CEO	<b>Branch/Section/Unit</b>	Water Business Unit
<b>Position Number</b>	OCPD1430	<b>Level</b>	6
<b>Award</b>	Queensland Local Government Industry (Stream A) Award – State 2017 Division 2, Section 1.		
<b>Line Manager</b>	Manager – Operations and Maintenance		
<b>Direct Reports</b>	Network Planning Officer, Schedule and Dispatch Officer		
<b>Indirect Reports</b>	Civil Maintenance, Fitters, Treatment Plant Operators (response crews)		

## SCOPE OF POSITION

### Position Summary

The Co-ordinator Operations – Water Business Unit, plays a pivotal role in delivering the Water Business Units objective to deliver safe, reliable drinking water and remove and treat sewage for our domestic and commercial customers.

The Co-ordinator Operations – Water Business Unit is responsible to the Manager Operations and Maintenance – Water Business Unit for the efficient and effective operations of the Operations and Maintenance branch, in particular:

- Formation of a centralised work scheduling and dispatch unit.
- Works prioritisation for reactive, preventative and corrective maintenance of civil, mechanical, electrical and SCADA and control systems assets.
- Implementation of the Asset Management Information System, including field mobility and a works order management system.
- Operating and maintaining drinking water supply and sewerage schemes to ensure regulatory compliance and customer service standards are met.
- Coordinate water supply and sewerage system investigations and prepare regulatory notifications and/or reports.
- Network and treatment monitoring and reporting, including centralised monitoring of SCADA systems, alarm response and initiating reactive works.
- Establishment of a Control Room.

# Position Description

- Implementation of an Incident Management frame work.
- Customer request management, complaints and incident investigations and escalations.
- Safety, quality and environment system implementation.
- Maintenance framework implementation to optimise asset life-cycle costs.
- Contract management and /or service level agreement monitoring and management.
- Development of annual operational budgets.

The Branch is responsible for effective and efficient operations and maintenance of the drinking water supply and sewerage schemes to ensure we meet our commitment to our customers and meet our compliance objectives.

## Expected Deliverables/Key Performance Indicators

- Provide outstanding supervision and leadership for the Operations Team in accordance with agreed budgets and customer service standards
- The development of schedule and dispatch processes and a field mobility (mobile computing) system and their implementation across the WBU.
- Coordinate the allocation of tasks relating to response to customer requests, work scheduling and dispatch, performance evaluation, field investigations, planned maintenance works and operational works in the WBU.
- Investigate and report on incidents related to the activities of the WBU and develop solutions, including changes to policies, processes and procedures.
- Participate in the optimisation of operational processes and provision of technical support within WBU and Council, with a strong commitment to workplace health and safety, quality assurance, risk management, environmental maintenance and continuous improvement in a business focussed environment.
- Investigate, collate, monitor and evaluate information to provide reports on key performance indicators and outcomes of the WBU, in response to legislation relevant to the delivery of water supply and sewerage services and asset condition and performance evaluation programs.
- Liaise closely with all areas of the WBU in delivering a responsive service and performance measurement and assessment function, which supports the philosophy of minimum life cycle cost assets, and satisfies Gympie Regional Councils Customer Service Standards.
- Promote and maintain a positive organisational image and good customer relations that maximises the provision of a high level of service and staff engagement.
- Ensure that through effective communication, good relationships are fostered and maintained both within the WBU, and with Gympie Regional Council Departments and external stakeholders.

# Position Description

## Mandatory Licence/Competency (Ticket) Requirements

- Queensland 'C' Class driver's licence or above that is current and maintained.

## Essential Knowledge/Skills/Qualifications Criteria

- Relevant water industry Tertiary Engineering qualification and/or Trade Qualification with significant water industry management experience.
- Demonstrated experience at Local Government management level or management experience in a similar role with proven ability to lead, motivate and manage staff and a sound knowledge of contemporary human resource practices.
- Proven ability to work independently, exercise initiative and meet deadlines.
- Extensive knowledge and demonstrated experience of operation and maintenance practices in the water industry and leading technical/engineering teams to meet service level outcomes and optimise operating costs.
- Sound knowledge of customer call centre requirements and scripting, schedule and dispatch of work orders and job planning, operational monitoring, SCADA monitoring and control and performance reporting.
- Demonstrated experience in effectively developing and maintaining strategic relationships and effectively communicating with internal and external stakeholders, including all levels of local and state government, industry regulators, community, customers, elected representatives and contractors.
- Experience in successful interacting with customers, unions and industry regulators over time.
- Knowledge of the reporting requirements for a regulated water business.

## Desirable Knowledge/Skills/Qualifications Criteria

- Experience in operations and maintenance practices and asset maintenance systems including field tablet use for asset maintenance management, Authority / Technology One, Assetic / Maximo / SAP, GIS.
- Knowledge of the role of Local Government and the Australian water industry.

## Physical Requirements of the Position

*Note: Applicants with disabilities will be considered on a case by case basis.*

- An ability to perform tasks for extended periods whilst in a sitting position and occasionally pushing, pulling or handling objects exerting a force up to 5kg.
- An ability to walk up and down stairs whilst occasionally carrying weights up to 15kg.
- An ability to clearly hear directions and instructions being provided at normal speech levels.

## Special Requirements

- Required to respond to after-hours emergency works or incident management and participate in an on-call roster.
- Regular local and state travel.
- Occasional interstate travel.

# Position Description

## ORGANISATIONAL INFORMATION

### Safety

#### Behaviours

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including Council WHS policies and procedures.

Fostering and maintaining a positive attitude towards WHS within the individual work teams.

#### Responsibility

Applying Council policies and procedures in every day work activities to assist Council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

#### Related documents

- WHS Policy statement WHSPOL004.
- Work Health and Safety Responsibility and Accountability Statement WHSPOL008.
- The WHS KPIs are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position.

### Code of Conduct

As per the Staff Code of Conduct (OCPOL001), employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

### Records Management

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with Council's Recordkeeping Policy.

### Council's Vision

To be the *natural* choice to live, work and play.

### Council's Values

**Accountable** – we take responsibility for our actions. We will be accessible and fair.

**Consistent** – our actions will reflect Council's guidelines and practices at all times.

**Appreciative** – we value the opportunities we have and that we look for the best in our people, our organisation and our community.

# Position Description

**Communicative** – we will keep people informed, consult with the community and will actively listen to and respond to their input.

**Respectful** – we treat people with dignity and courtesy. We recognise and support the contribution of individuals and respect each other, our customers and the diverse community we serve.

## POSITION APPROVAL AND ACCEPTANCE

### Approved by

Name		Position	
Signature		Date	

### Accepted by

Name			
Signature		Date	

*The scope and requirements of this position as well as the organisational structure is subject to change by Council as required by business needs.*