

## Position Description

### Water Services Operations Supervisor



**Liverpool  
Plains**  
Shire Council

#### Position Details

<b>Department</b>	Infrastructure and Environmental Services
<b>Business Unit</b>	Water Services
<b>Reports To</b>	Water Services Manager
<b>Status</b>	Full time (Permanent)
<b>Standard Hours</b>	38 hours per week
<b>Staff Accountability</b>	<input checked="" type="checkbox"/> Line reports - 1
	<input checked="" type="checkbox"/> Directly supervises - 9 employees
	<input type="checkbox"/> Indirectly supervises - 0 employees
<b>Budget Accountability</b>	<input type="checkbox"/> No expenditure/budget
	<input checked="" type="checkbox"/> Delegation up to \$5,000
	<input type="checkbox"/> Manages Budget up to \$0
<b>Classification</b>	Administrative/Technical/Trades Band 2, Level 3
<b>Salary Grade</b>	Grade 6

This document describes the key accountabilities, duties and required capabilities of the position and is not designed to be prescriptive. The incumbent can expect to undertake other duties in addition to those described in this document, in line with changing strategic and operational requirements.

#### Position Purpose

The primary objective of the Water Services Operations Supervisor is to provide leadership to coordinate and supervise an efficient and effective work team, in carrying out the operations and maintenance of Council's water service assets, including but not limited to, pump stations, treatment works, reservoirs, distribution networks, and dams.

#### Authority to Act

The incumbent has the authority to take any reasonable action that is consistent with the accountabilities and duties of the position, as described in this document, and to ensure the safe and efficient undertaking of work activities. The incumbent's authority to act is subject to any limitation imposed by Council policies and procedures.

Under section 378 of the *Local Government Act 1993*, the General Manager may sub-delegate powers, authorities, duties or functions of Council to this position. The incumbent must exercise any delegations conferred to the position in accordance with Council's Code of Conduct and all relevant Council policies and procedures.

Delegations applicable to this position are contained in Council's Delegations Register, which is modified from time to time.

## Position Accountabilities and Corporate Responsibilities

### Key Accountabilities

- Provide leadership, make decisions, solve problems, delegate tasks and develop procedures to support the water services team in fulfilling their responsibilities.
- Act as a role model and advocate for a safety-first culture within the water services team, emphasising the importance of individual and collective responsibility for workplace safety.
- Pro-actively observe, inspect, monitor and supervise staff and operations within the water services area to be in accordance with relevant regulations, policy and procedures with a high level of detail.
- Participate in the supervision, selection, training, and evaluation of assigned staff including the assessment of performance requirements and personal development targets.
- Pro-actively monitor issues or concerns that arise and liaise with the Manager the issues that may impact on compliance, standards, team effectiveness or the promotion of a positive work environment.
- Monitor water services operations and assist in optimisation, and share responsibility for performance in terms of quality, regulatory compliance, availability and operational costs.
- Plan and establish work schedules and generate work orders for timely maintenance and repair of water services assets.
- Promote a customer-centric mindset within the water services team, prioritising exceptional service delivery and customer satisfaction in line with Council's Customer Service Charter.
- Plan and ensure the timely requisition of supplies, materials, and equipment needed to perform assigned tasks.
- Provide technical assistance and advice to assigned staff (including limited after-hours service).
- Any other accountabilities or duties as directed which are within the employee's skills, competence and training.

### Professional Conduct Responsibilities

- Consistently demonstrate behaviours that comply with Council's Code of Conduct and Equal Employment Opportunity (EEO) principles.

### Performance Responsibilities

- Actively perform as a team member and contribute to the outcomes of work teams in a collaborative, professional and productive manner.
- Regularly review and appraise own performance against required levels and assess and improve work practices and procedures on a continuous basis to achieve or exceed Council's strategic and operational goals.
- Undertake training and attend professional development opportunities, if and as required.

### Customer Service Responsibilities

- Comply with Council's Customer Service Charter and Standards and communicate with customers in a professional and courteous manner, ensuring that customer enquiries, requests and complaints are managed within required timeframes.
- Convey a professional image of Council and dress appropriately for their role, including wearing a prescribed uniform, if required.

### **Fraud and Corruption Control Responsibilities**

- Execute work with probity, accountability and transparency in order to prevent incidences of fraud and corruption in Council's organisation and operations.
- Report any alleged or actual incidences of fraud and corrupt behaviour using relevant mechanisms outlined in Council's Fraud and Corruption Control Policy.

### **Risk Management Responsibilities**

- Identify, assess, evaluate and treat risk relevant to the position.

### **Work Health and Safety Responsibilities**

- Fulfil specific responsibilities, duties and due diligence requirements under the *Work Health and Safety Act* and Council's relevant safe work instructions, policies and procedures.
- Ensure that Work Health and Safety is always at front of mind and a number one priority, taking reasonable care for health and safety of individual, colleagues and members of the public.
- Participate in delivering a positive WHS culture, including having a proactive involvement in reviewing safe systems of work compliance and the implementation of continuous improvements in WHS.

## **Skills and competencies**

The incumbent will be required to demonstrate skills and competencies relevant to the position in line with those set out in the *Local Government Award 2020* for Administrative/Technical/Trades Band 2, Level 3, being:

<b>Authority and accountability</b>	May be responsible to provide a specialised/technical service and to complete work which has some elements of complexity. Make recommendations within the employer and represent the employer to the public or other organisations.
<b>Judgement and problem solving</b>	Problem solving and judgements are made where there is a lack of definition requiring analysis of a number of options. Typical judgements may require variation of work priorities and approaches.
<b>Specialist knowledge and skills</b>	Positions have advanced knowledge and skills in a number of areas where analysis of complex options is involved.
<b>Management skills</b>	May supervise groups of operational and/or other administrative/trades/technical employees. Employees supervised may be in a number of different work areas, requiring motivation, monitoring and co-ordination to achieve specific outputs.
<b>Interpersonal skills</b>	Skills to communicate with subordinate staff and the public and/or negotiation/persuasive skills to resolve disputes with staff or the public.
<b>Qualifications and experience</b>	An advanced certificate, associate diploma, appropriate in-house training or equivalent combined with extensive experience in the application of skills in the most complex areas of the job.

## Key Relationships

Who	Why
<b>Internal</b>	
Water Services Manager	<ul style="list-style-type: none"> <li>Provides direction and supervision for the role</li> </ul>
Water Services Staff	<ul style="list-style-type: none"> <li>Work as part of a team to deliver water services</li> </ul>
Director	<ul style="list-style-type: none"> <li>Provides overall management of the Directorate and its employees</li> </ul>
Council Staff	<ul style="list-style-type: none"> <li>Provides services internally</li> </ul>
<b>External</b>	
Customers	<ul style="list-style-type: none"> <li>Ensure customer service standards are being met</li> </ul>
Regulators/Stakeholders	<ul style="list-style-type: none"> <li>Ensure regulatory requirements are being met</li> </ul>
Contractors/Businesses	<ul style="list-style-type: none"> <li>Provides specialist products and services utilised by Water Services area.</li> </ul>

## Selection Criteria

### Essential:

1. Certificate IV Leadership and Management, or demonstrated Strong frontline leadership experience, managing a team, delegating tasks, staff supervision and problem solving to meet deadlines.
2. Track record of successfully managing and delivering projects within budget, timeline, and quality specifications.
3. Strong attention to detail to ensure accuracy in interpreting test results and data, recognising the significance of deviations or abnormalities, and choosing an appropriate course of action to address any identified issues or concerns.
4. Experience in promoting a safety first culture within a team.
5. Experience in promoting positive employee relations through effective conflict management and issue resolution. Including providing feedback through performance evaluations.
6. Well-developed skills to maintain records, interpersonal skills and communicate effectively in both verbal and written formats.
7. Demonstrated ability to operate computing technology including but not limited to computers, SCADA, tablets, and smart phones with associated software.
8. NSW SafeWork General Induction for Construction Work (White card).
9. Current C Driver's License.

### Desirable:

1. Demonstrated experience in the operation, maintenance and repair of water service facilities within the frameworks of regulatory compliance, such as, Drinking Water Management Systems (DWMS) and Pollution Incident Response Management Plans (PIRMP).
2. Cert III Water Industry Operations (Water Treatment & Wastewater)
3. Cert IV Training and Assessment
4. Training - Undertake dam safety surveillance
5. Current SafeWork NSW Traffic Control Training Card.

6. Certificate for Safe Entry & Work in a Confined Space and Working at Heights.
7. Certificate for Track Safety Awareness.

### **Licence requirements and pre-employment screening**

This position needs to attain and uphold the following licences/accreditations:

- Current NSW Class C Driver Licence.
- Screening for maintenance of immunity levels in regard to Hepatitis A.






This position requires the following pre-employment checks:

- Pre-employment medical.
- National Criminal History Check

## Key capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: “how we do things around here”. It builds on organisational values and creates a common sense of purpose for employees.

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

Capability Group	Capability Name	Level
<b>Personal Attributes</b> 	Manage Self	Adept
	Display Resilience and Courage	Advanced
	Act with integrity	Adept
	<b>Demonstrate Accountability</b>	Advanced
<b>Relationships</b> 	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Work Collaboratively	Advanced
	<b>Influence and Negotiate</b>	Advanced
<b>Results</b> 	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	<b>Create and Innovate</b>	Advanced
	Deliver Results	Adept
<b>Resources</b> 	Finance	Intermediate
	Assets and Tools	Intermediate
	<b>Technology and Information</b>	Adept
	Procurement and Contracts	Intermediate
<b>Workforce Leadership</b> 	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Adept
	<b>Lead and Manage Change</b>	Adept

## Acknowledgement and acceptance

I have signed below in acknowledgement of reading, understanding and accepting the contents of this position description. I accept that, with consultation, my accountabilities, duties and required capabilities may be modified by Liverpool Plains Shire Council from time to time, as necessary.

Employee Name: .....

Employee Signature: .....

Date: .....

### Authorisation

Approved by the General Manager:

Employee Name: .....

Date: .....