



Position Description Senior Services Operator (Northern)

Quality Nature - Quality Heritage - Quality Lifestyle

Division:	Office of the Director of Infrastructure
Section:	Water & Waste
Position Identifier:	SSOU/V1
Classification:	Grade 10
Industrial Instrument:	Local Government (State) Award
Location:	Water Treatment Plant located off Tooloom Falls Road, Urbenville
Date position description approved	31 May 2021

Council overview

Tenterfield is situated in the New England Region of NSW and is known as the Birthplace of the Australian Nation. As a Rural Medium sized Council we enjoy the benefits of rural lifestyle with ready access to Northern Coastal/Beach areas of NSW and the facilities that the nearby Queensland Granite Belt and greater Brisbane hinterland can afford. Academic needs are well served in the region as are cultural and outdoor pursuits. Our mission is to provide quality leadership and services within our Local Government area, with resources aligned to supporting our community vision as articulated in our Community Strategic Plan.

Council values

Council values are ICARE - Integrity, Community, Accountability, Respect and Excellence.

Council values the staff and their safety and acts to develop the workforce in accordance with the Workforce Plan. Council is committed to being an employer of choice by pursuing a workforce culture of excellence and fostering an environment where staff are empowered, challenged and invested-in whilst maintaining a flexible balance between work and life commitments. Change, challenge and opportunity are features of our Council seeking to deliver excellence within our means.

Primary purpose of the position

The Senior Services Operator ensures the treatment, maintenance and construction of works relating to the provision of water and wastewater services, to established standards.

Key accountabilities

Within the area of responsibility, this role is required to:

- Supervise the activities of water and sewerage operational staff.
- Provide input into water and sewerage activities including monthly programs.
- Implement and report on activities delivered compared against the monthly program.
- Ensure the section procedures, practices, standards and operating systems in accordance with WHS practices, EEO Principles, statutory requirements and Council Policy are being implemented and adhered to.
- Ensure security and custodianship of the Council's assets under their control.
- Communicate, co-operate and co-ordinate with both internal and external parties.

Key Activities:

- Participate in and promote a positive public image of the Council.
- Operate and maintain water treatment plants (including DAF (Diffused Aeration Flootation Systems) as required.
- Operate, construct and maintain water reticulation systems, including cleaning and value hydrants, and meter replacement.
- Operate and maintain wastewater treatment plants as required.
- Operate, construct and maintain wastewater collection systems, including removing chokes, smoke testing.
- Clean and maintain hygiene of public toilets at Urbenville and Legume.
- Carry out mowing and maintenance at Council parks and cemetery.
- Supervise the activities of Services operational staff as required including:-
 - In field supervision of staff and contractors.
 - Ensure that water and sewerage activities are carried out to meet agreed time, cost and quality objectives.
 - Ensure that Section procedures, practices, standards and operating systems, especially WHS practices and EEO principles are being implemented.
 - Ensure the implementation of approved Traffic Control Plans for activities being undertaken.
 - Setting out minor works from plans and schedules.
 - Provide input into the training needs of staff under control.
 - Supervise the operation of plant and vehicles being used by staff under control.
 - After hours work as required.
- Actively implement and promote improvements to works practices.
- Liaison with public bodies (TELSTRA, RMS, etc.) and the public as required.
- Co-operate with emergency services during emergencies.
- Undertake any other works as directed by Manager Water & Waste compatible with the employee's skills, competence and training.
- Prepare and submit a fortnightly timesheet to the Supervisor showing an accurate account of times and allowances claimed on a daily basis.

- Carry out cleaning, maintenance and fuelling of any vehicle assigned for official duties and/or commuter use in accordance with Council Policy.

Note: Other duties within the skills, competency and qualification requirements for the position.

Key challenges

To ensure the treatment, maintenance and construction of works relating to the provision of water and wastewater services to established standards.

Key internal relationships

Who	Why
Manager Water & Waste, Services Operator (Northern), Trainee: Services Operator (Northern), Senior Service Operator (Tenterfield), Services Operators (Tenterfield), Revenue Officer/s, Engineering Administration Officer, Store Person, Engineering/Fleet Administration Officer, Manager Fleet, Service Advisor/Mechanic, Mechanics.	Service Delivery

Who	Why
Ratepayers, Community Members, Contractors.	Service Delivery

Key dimensions

Decision making

In line with approved delegations.

Reports to

Manager Water & Waste.

Direct reports

Services Operator (Northern), Trainee: Services Operator (Northern).

Indirect reports

Service Operator (Tenterfield).

Essential Requirements

Knowledge of and experience in water and wastewater treatment plant maintenance and operation including testing for statutory requirements to achieve results.






Knowledge of and experience in water and wastewater reticulation maintenance, construction and operation including testing for statutory requirements to achieve results.

Capabilities for the role

Ability to progressively demonstrate delivery of the competencies/skills described in the skill steps (skill descriptors) of the competency framework for the position. In addition:-

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 elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>.

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. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Advanced
	Display Resilience and Adaptability	Advanced
	Act with Integrity	Adept
	Demonstrate Accountability	Advanced
 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Adept
	Create and Innovate	Adept
	Deliver Results	Adept
 Resources	Finance	Intermediate
	Assets and Tools	Adept
	Technology and Information	Advanced
	Procurement and Contracts	Intermediate
 Workforce Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Workforce Contribution	Adept
	Lead and Manage Change	Foundational

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> • Demonstrates motivation to serve the community and organisation • Initiates team activity on organisation/unit projects, issues and opportunities • Seeks and accepts challenging assignments and other development opportunities • Seeks feedback broadly and asks others for help with own development areas • Translates negative feedback into an opportunity to improve
Personal Attributes Display Resilience and Adaptability	Advanced	<ul style="list-style-type: none"> • Is flexible and readily adjusts own style and approach to suit the situation • Adjusts tactics or priorities in response to changes in the organisational environment • Gives frank, honest advice, even in the face of strong, contrary views • Accepts criticism of own ideas and responds in a thoughtful and considered way • Welcomes challenges and persists in raising and working through difficult issues • Shows composure and decisiveness in dealing with difficult and controversial issues
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Acts honestly, ethically and with discretion and encourages others to do so • Sets a tone of integrity and professionalism with customers and the team • Supports others to uphold professional standards and to report inappropriate behaviour • Respectfully challenges behaviour that is inconsistent with organisational values, standards or the code of conduct • Consults appropriately when issues arise regarding misconduct, unethical behaviour and perceived conflicts of interest
Personal Attributes Demonstrate Accountability	Advanced	<ul style="list-style-type: none"> • Is prepared to make decisions involving tough choices and weighing of risks • Addresses situations before they become crises and identifies measures to avoid recurrence • Takes responsibility for outcomes, including mistakes and failures • Coaches team members to take responsibility for addressing and resolving challenging situations • Oversees implementation of safe work practices and the risk management framework

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate and Engage	Adept	<ul style="list-style-type: none"> • Tailors content, pitch and style of communication to the needs and level of understanding of the audience • Clearly explains complex concepts and technical information • Adjusts style and approach flexibly for different audiences • Actively listens and encourages others to provide input • Writes fluently and persuasively in a range of styles and formats
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Influence and Negotiate	Advanced	<ul style="list-style-type: none"> • Builds and maintains professional relationships inside and outside the organisation • Makes a strong personal impression and influences others with a fair and considered approach • Establishes a negotiation position based on a firm grasp of key issues, likely points of difference and areas for compromise • Identifies key stakeholders and tests their level of support in advance of negotiations • Uses humour appropriately to enhance professional relationships and interactions • Pre-empts and minimises conflict by working towards mutually beneficial outcomes
Results Plan and Prioritise	Advanced	<ul style="list-style-type: none"> • Ensures business plans and priorities are in line with organisational objectives • Uses historical context to inform business plans and mitigate risks • Anticipates and assesses shifts in the environment and ensures contingency plans are in place • Ensures that program risks are managed and strategies are in place to respond to variance • Implements systems for monitoring and evaluating effective program and project management
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Draws on numerous sources of information, including past experience, when facing new problems • Demonstrates an understanding of how individual issues relate to larger systems • Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports • Uses rigorous logic and a variety of problem solving methods to develop workable solutions • Anticipates, identifies and addresses risks and issues with practical solutions • Leads cross team/unit efforts to resolve common issues or barriers to effectiveness

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Create and Innovate	Adept	<ul style="list-style-type: none"> • Produces new ideas, approaches or insights • Analyses successes and failures in the organisation for insights to inform improvement • Identifies ways in which industry developments and trends impact on own business area • Shows curiosity in the future of the community and region and thinks creatively about opportunities for the organisation • Identifies, shares and encourages suggestions for organisational improvement • Experiments to develop innovative solutions
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Takes responsibility for the quality and timeliness of the team's work products • Ensures team understands goals and expectations • Shares the broader context for projects and tasks with the team • Identifies resource needs, including team, budget, information and tools • Allocates responsibilities and resources appropriately • Gives team members appropriate flexibility to decide how to get the job done
Resources Finance	Intermediate	<ul style="list-style-type: none"> • Presents basic financial information clearly and in an appropriate format • Uses funds and records financial transactions in line with financial audit and reporting obligations • Makes expenditure decisions within budget limits • Uses financial and other resources responsibly and helps others understand their obligations to do so
Resources Assets and Tools	Adept	<ul style="list-style-type: none"> • Contributes quality information about council and community assets to asset registers • Prepares accurate asset maintenance and replacement costings in line with council plans and policies • Is aware of asset management risks and actions to manage and mitigate these

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Resources Technology and Information	Advanced	<ul style="list-style-type: none"> • Implements appropriate controls to ensure compliance with information and communications security and use policies • Implements and monitors appropriate records, information and knowledge management systems • Seeks advice from technical experts on leveraging technology to achieve organisational outcomes • Stays up to date with emerging technologies and considers how they might be applied in the organisation
Resources Procurement and Contracts	Intermediate	<ul style="list-style-type: none"> • Helps others understand and comply with basic ordering, receipting and payment processes • Contributes to the identification of business requirements, deliverables and expectations of suppliers • Provides objective input to evaluation processes for proposals and tenders • Works with suppliers and contractors to ensure that goods and services meet time and quality requirements
Workforce Leadership Manage and Develop People	Foundational	<ul style="list-style-type: none"> • Clearly explains work required, expected behaviour and outputs. • Gives regular feedback about positive behaviour and areas for improvement. • Provides appropriate support to enable development. • Recognises ongoing performance issues and seeks advice on managing them.
Workforce Leadership Inspire Direction and Purpose	Intermediate	<ul style="list-style-type: none"> • Explains the organisation's mission and how the team's work relates • Promotes the organisation's direction and goals and encourages a positive attitude in the team • Discusses organisational issues with the team and helps them understand decisions in context • Recognises and acknowledges individual and team achievements
Workforce Leadership Optimise Workforce Contribution	Adept	<ul style="list-style-type: none"> • Develops team / project plans that take into consideration individual capabilities, strengths and preferences • Identifies opportunities for stretch assignments to help grow the capabilities and experience of staff • Plans and monitors team resource allocation in line with organisational priorities • Makes informed contributions to workforce planning and resource allocation processes

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Workforce Leadership Lead and Manage Change	Foundational	<ul style="list-style-type: none"> • Makes good recruitment decisions based on the capabilities, knowledge and experience required in the role • Supports change initiatives through words and actions • Shares information and communicates change processes • Supports the team to accept and manage uncertainty and change • Identifies and implements improvements to work processes and practices • Identifies and reports potential barriers to change

Supplementary Information

Selection Criteria

(Applicant must address all selection criteria)

Essential:

1. Possess Water Treatment Operators Qualification, Wastewater Treatment Operators Qualification or equivalent.
2. Knowledge of and experience in water and wastewater treatment plant maintenance and operation including testing for statutory requirements to achieve results.
3. Knowledge of and experience in water and wastewater reticulation maintenance, construction and operation including testing for statutory requirements to achieve results.
4. NSW Class C Drivers Licence or equivalent.
5. Demonstrated ability to carry out general labouring duties.
6. Experience in supervising staff and leading a team.
7. Good communication skills including the ability to deal with the public and develop positive relationships with staff and the public. Sound written communication skills.
8. Good literacy and numeracy skills at Year 10 Level or equivalent.
9. Knowledge of WH&S practices, particularly those relating to Water and Sewerage operations. Possess a NSW Construction Induction (White Card).
10. Knowledge of EEO principles.
11. Experience in setting out works from plans, and ability to problem solve.
12. Confined spaces entry accreditation or the ability to obtain certification.
13. Current Hepatitis A and B and Tetanus vaccinations or willingness to undergo vaccination.
14. Demonstrated ability to operate and undertake basic maintenance tasks on small plant, mechanical and electrical equipment.

15. Possession of a current SafeWork NSW Traffic Control Work Training Card (Traffic Controller, Implement Traffic Control Plans, Prepare a Work Zone Traffic Management Plan).
16. Ability to swim.
17. Experience in Trade Waste Regulation.
18. Sufficiently fit to carry out any safety drill or rescue.

Desirable:

1. First Aid Certificate.
2. Experience in using computer software including Microsoft Word, Excel and Outlook or similar.
3. Certificate IV in Frontline Management and or Certificate IV in Leadership and Management.
4. MR or HR Licence.
5. Qualifications for Dam Surveillance.
6. Excavator competency/ticket.

General Information

Hours of work:

Full time position with Council operating a nine (9) day fortnight system of seventy-six (76) working hours, with fortnightly pays. Work Hours are generally 7:15 a.m. to 4:30 p.m. Monday to Thursday inclusive and 7:15 a.m. to 4:00 p.m. on Fridays with One (1) Rostered Day Off (RDO) per fortnight.

The incumbent will also be required to be available for on call duties on a rostered basis.

Some variation in work hours will be required, depending on work status and emergency call-outs, including overtime requirements and variation to RDOs.

Leave entitlements:

These entitlements are in accordance with the NSW Local Government (State) Award, and include four (4) weeks annual leave and fifteen (15) days sick leave per year.

Medical examination:

The successful applicant will be required to undergo a Pre-Employment Medical Examination with the Doctor of his/her choice, at Council's expense. Council will provide a standard medical form.

Performance Evaluation:

Performance evaluation will be in accordance with Council policy.

WHS Responsibilities:

Staff have a duty of care to adhere to the following:

- Ensure all work is performed in accordance with Council's Health and Safety Policy.
- Take reasonable care for individual safety and that of others.

- Demonstrate an understanding of the health and safety issues associated with the position and immediate work environment.
- Report all identified hazards, accidents/incidents and near misses to immediate supervisor/manager.

Equal Employment Opportunity:

Tenterfield Shire Council promotes the principles and practices of Equal Employment Opportunity by adhering to the following:-

- Merit based selection;
- The attainment of a diverse and multi skilled workforce;
- Embody a workplace culture that promotes fair and equitable practises at all levels of the organisation.

Staff are requested to adhere to the principles of EEO by conducting their duties and treating fellow co-workers in a non-discriminatory, courteous and respectful manner.

Smoke – Free Workplace:

Tenterfield Shire Council provides a 'smoke free' work environment. Council policy prohibits smoking in all Council buildings, vehicles and plant.

Learning and Development:

The position incumbent must comply with essential learning and development requirements as provided for within Council's Training Plan, and other L&D initiatives designed to enhance individual performance.

Code of Conduct and Council Policies, Protocols and Procedures:

The position incumbent must adhere to TSC Code of Conduct and current and amended Council policies, protocols and procedures for the duration of their employment. Policies can be accessed on Council's website.

Council Uniform:

Personal Protective Equipment (PPE) will be supplied and must be worn in accordance with Council policy.

Physical:

The incumbent must be physically able to carry out administrative tasks in an ergonomically safe and healthy manner.

Job Description:

This position description is indicative and duties may be reviewed and amended from time to time to ensure that outcomes are coordinated within Council's Operational Plan and Delivery Plan.