

POSITION DESCRIPTION

Position Title:	Network Operator – Water and Sewer
Position Number:	3522
Group:	Planning & Infrastructure Services
Business Unit:	Water and Sewer Group
Service Unit:	Network Delivery and Operations Team
Reports To:	Network Team Leader – Water and Sewer
Grade:	7
Hours Of Work:	38 hours per week
Last Date Of Review:	February 2019
Last Date Of Evaluation:	February 2019

Role Function Summary

The Network Operator is part of the Water and Sewer Network Delivery Team who together provide operation, installation, maintenance and repair works for Council's water and sewer distribution and treatment systems.

The Network Operator is responsible for operating, maintaining and constructing water and sewer network systems, including planned, reactive and preventative maintenance duties. The position is required to follow instructions, procedures and standards and work in a manner to minimise safety, health and environmental impacts at all times. This position involves interactions with customers, the community, other Water and Sewer service units and business units across the organisation to ensure planned work and future scheduled works are completed successfully and with minimal disruption.

The Network Operator is required to work a seven-day a week roster system and is to be available for after-hours emergencies and participate in the operational and on-call rosters for the Network Team. As the activities of the position could involve exposure to untreated sewage, proof of immunity against these hazards is a requirement of the role.

Key Responsibilities (Major and Essential Job Functions)

- Independently carry out work relating to the operation, maintenance and construction of water and sewer reticulation including: new mains, fittings and service construction along with property connections, repairs and maintenance, installation, testing, replacement and repairs of water meters, associated pipework and sewer service connection point, sewer main and connection inspection, cleaning, repairs and maintenance and installation and maintenance of Pressure Sewer System / scheme and traffic control;
- Restoration of customer assets after maintenance repairs, such as concrete paths, fences, gates, paving, landscaping, lawns and plants;
- Assist with the location, use and interpretation of plans, drawings, procedures and guidelines specific to the water industry;
- Identify and locate underground assets and performs basic sampling and testing;
- Operate minor plant and equipment (power tools, hand tools, generator, welding, laser level, levelling equipment, sewer CCTV etc.);

- Operate heavy plant and equipment (backhoe, excavator, sewer jetter, vacuum unit, etc.);
- Perform manual and mechanical excavation and sewer cleaning and inspection;
- Undertake basic quality assurance measures and delivery quality work consistent with Council's standards, policies and procedures;
- Complete all scheduled inspections of assets and accurately record and complete required checklists and forms;
- Understand environmental requirements and follow emergency response plans, as required during business or after hours;
- Responsible for resolving CRMs, equipment breakdowns and schedule changes with timely communications to all stakeholders, including updating of CRM system;
- Liaise, communicate and build relationships with customers, contractors and internal and external stakeholders to achieve successful outcomes;
- Communicate effectively with team members, management, stakeholders, customers and the general public;
- Adhere to WHS requirements, identify and manage risks and hazards, take all precautions necessary for the safety of Council employees, customers and general public through identification and reporting of hazards, active involvement in risk assessments and site inductions;
- Accurate completion of all relevant documentation in corporate systems in a timely and appropriate manner, including but not limited to, risk assessments, recording data, completing forms and timesheets, work orders, CRM updates and closure, and inspection / pre start checks;
- Attend emergency call outs, as required during business or after hours.
- Provide on the job training for field staff in own areas of expertise and mentor less experienced staff and contributes to an efficient, effective work team;
- Contribute to meeting Council's agreed levels of service;
- Undertake work in confined spaces and /or working at heights as well as with asbestos containing materials, sewerage and chemicals as required; and
- Attend emergency call outs, as required during business or after hours.

This position description does not form an exhaustive list of your duties. You may be required to undertake other projects, tasks and activities as required from the business from time to time which are within the skills, competence and training of the incumbent. Singleton Council reserves the right to amend or update this position description in accordance with operational needs.

Organisational Responsibilities:

Council's decisions, actions and behaviours are governed by its vision, mission and values. All employees of Council have an accountability to ensure their work and behaviour is aligned to these.

Community Vision	Singleton. Vibrant, progressive, connected, sustainable & resilient.
Organisation Vision	ESP - Engaged people; Safe workplace; and a Performance based culture
Values and Behaviours	<p>Council has five values which guide behaviours and decision making. It is through these values high quality services are delivered to employees and the community. Employees play an important role in leading the way and upholding Council's values, including the Code of Conduct. Council's values are:</p> <ul style="list-style-type: none"> • Integrity: We act with commitment, trust and accountability. • Respect: We are open, honest, inclusive and supportive. • Excellence: We strive to achieve the highest standards. • Innovation: We are creative, progressive and strategic. • Enjoyment: We promote a harmonious, productive and positive workplace.
Safe Workplace	It is a requirement of employment with Singleton Council that all staff undertake their work in accordance with WHS policies and procedures. Employees will display and promote safety in the workplace at all times.
Policies and Procedures	<p>The responsibilities of this position are completed in line with all Council policies and procedures related to this position.</p> <p>Awareness of the principles of equity and diversity, work health and safety, environment, risk management, records management and quality assurance as they</p>

relate to this position.

Organisational Relationships

Internal Relationships: Manager Water and Sewer; Water and Sewer Delivery Team; Utilities Engineering Team; Water and Sewer Strategy Team; Integrated Risk Management Group; Infrastructure Delivery Group; Corporate and Community Group; Leadership Group; Executive Leadership Team; and ancillary Water and Sewer Team.

External Relationships: Customers and members of the public; Other Council's and Local Utility Authorities; Contractors and Consultants; and Industry Bodies.

Direct Reports: Nil

Indirect Reports: Nil

Specifications and Technical Skills:

Essential Criteria:

- Certificate III Water Operations qualification (or willingness to obtain);
- Experience in water and sewer, construction and/or plumbing industry;
- Proven experience in ensuring safe work practices in the water and sewer industry or a related field;
- Customer focus with the ability to interact with customers to enable effective service delivery;
- Basic computer skills (e.g. Email, Internet);
- Availability to work across 7 days per week and participate in on-call roster;
- Ability to attending after-hours and respond within Council's agreed Levels of Service; and
- Proof of immunity against Hepatitis A and B and tetanus.

Desirable Criteria:

- Knowledge of water utility business activities, particularly the operation of assets and maintenance work;
- Certificate of competency and experience in operating excavator and/or backhoe;
- Experience in the use of sewer jetting and vacuum / non-destructive digging systems;
- Experience in the use of oxy acetylene welding equipment (e.g. silver solder);
- Certification in asbestos removal;
- Certification and experience underground services location; and
- Experience in the utilisation of relevant corporate systems such as Authority, CM9, GeoCortex and Collector.

Licences and Tickets Required:

- Class MR drivers licence (or above) and the ability to tow a trailer;
- RMS Traffic Control Certification - Traffic Control and Implement Traffic Control Plans;
- Confined Space Entry Certificate with Breathing Apparatus;
- Safe Working at Heights certification and experience;
- Dogman (spotters) certification and experience;
- Operate High Pressure Jetting Water System Certification and experience;
- Working Near Overhead Power lines Certification;
- AQF3 Chemical Safety Certification; and
- WHS Construction Induction Card (White card).

Physical Requirements / Work Environment:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the inherent requirements of the job. This position will involve work in the office environment as well as being able to navigate construction and work sites.

Physical Requirements and Work Environment

ACTIVITY	FREQUENCY				# OF HOURS A DAY							
	Repetitive	Frequent	Occasional	Infrequent	1	2	3	4	5	6	7	8
Sitting				✓								
Walking		✓					✓					
Standing		✓					✓					
Bending		✓				✓						
Squatting		✓			✓							
Climbing		✓			✓							
Kneeling		✓			✓							
Twisting		✓			✓							
Lifting		✓			✓							
Driving		✓			✓							

If manual lifting is required ensure a risk assessment is completed each time lifting is required.

Hand Manipulation Required	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Repetitive Hand Movements	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
	Right Hand					Left Hand			
Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Power Grasping (tight grip)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Power Grasping (tight grip)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Fine Manipulation (fine finger)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Fine Manipulation (fine finger)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

Tick below if these are requirements of the position:

✓	Operating mobile plant	✓	Working with paints, solvents, oil, grease
✓	Light repetitive handling	✓	Cold environment
	Dog/cat control	✓	Climbing, working at heights
	Cattle, sheep handling	✓	Confined spaces work
	Native Animal, reptile handling	✓	Customer contact
	Garbage collection	✓	Screen based work (intermittent)
	Office, toilet cleaning		Screen based work (constant)
✓	UV exposed	✓	Clerical deadlines
✓	Herbicide/Pesticide use		Supervisory – clerical, planning, deadlines
	Cooking		Building trades work
✓	Walking on Slopes / Hills / Gradients		Motor trades work
✓	Walking on uneven surfaces		Child care
	Working with bitumen		Hospitality
✓	Working with concrete	✓	Exposure to dust or fumes

Skills Progression and Assessment Record:

Position Title: **Water and Sewer Delivery – Network Operator**

Employee:

Skill Progression Requirements <input checked="" type="checkbox"/> Step Achieved	Salary Step	N/A	1	2	3	4
Certificate III in Water Operations or working towards	1					
Demonstrated experience in water and sewer, construction and/or plumbing industry	1					
Proven experience in ensuring safe work practices in the water and sewer industry	1					
Demonstrated customer focus with the ability to interact with customers to enable effective service delivery	1					
Obtained Operate High Pressure Jetting Water System Certification and demonstrated experience in safe and effective work practices using sewer jetting equipment	1					
Basic knowledge of Council's water and sewer network and systems	2					
Certificate of competency and experience in operating excavator in water and sewer applications	2					
Certification and experience in locating underground services and using vacuum unit	2					
Actively involved in site inductions, risk assessments and permits ensuring all works activities are completed in accordance with procedures and all incidents and hazards are reported and rectified if possible	2					
All CRMs, inspections and defects are closed out within Council's Levels of Service and to the required standard	2					
Sound knowledge of Council's water and sewer network and systems	3					
Certificate of competency and experience in operating backhoe in water and sewer applications	3					
Demonstrated ability to interact with customers to provide information clearly and concisely consistent with Council's Levels of Service	3					
Assist with the review and development of work method statements and carries out risk assessments, completion of permits and incident reporting in accordance with Council requirements	3					
Demonstrated ability to operate and maintain required plant and equipment safely and to manufacturers specifications	3					
Undertakes complex maintenance work on pipes, pumps and mechanical assets within the water supply and sewerage systems	4					
Extensive knowledge of Council's water and sewer network and systems	4					
Demonstrated commitment to continuous improvement by identifying and reporting potential improvement and or alternate solutions to procedures and processes, including use of electronic devices in the field	4					
Demonstrated ability to competently act in Network Team Leader Position	4					
Completion of further studies in a related discipline	4					

Skills Review Year (eg 2019): _____ **Position:** Water and Sewer Delivery – Network Operator

Annual Skills Assessment:

The following is to be completed at the time of the annual skills assessment.

Comments on Employee's attitude and application to work:

Employee's Comments:

Name

Signature

Date

Manager / Supervisor's Comments:

Name

Signature

Date

Director's Comments:

Name

Signature

Date

Summary of Skills Assessment	1	2	3	4
Total number of skills at each salary step =				
Number of skills not applicable at each salary step =				
Number of skills achieved at each salary step =				
Number of skills not achieved at each salary step =				
<input checked="" type="checkbox"/> Proposed Salary Step Placement				