

Position Description

Network Operator



Position Title	Network Operator	Role ID	WOROP1
Division	Engineering	Unit	Water and Wastewater - Operations
Job Grade	4	Award	38
Reports To	Supervisor - Network		
Revised/Created	January 2020 – Template updated March 2024 – Updated position title		

Primary Objective

- Within a team environment operate and maintain Council's Water and Wastewater Network Systems in accordance with Council standards.

Values Statement

What We Value

Living and loving the Tweed.

We look after people and places, explore all opportunities and are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.

We have conversations where everyone can contribute and we are willing to have a go.

We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.

Organisational Environment

ENGINEERING

The Engineering Division provides roads, footpath and cycleway, stormwater, flood mitigation, water supply and wastewater services to the Tweed community and is responsible for the planning, design, construction, operations and maintenance of the associated infrastructure.

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Water and Wastewater - Operations Unit

The Water and Wastewater - Operations Unit is one of 4 within the Division and provides high quality and reliable water supply and wastewater services to the Tweed Community.

The Unit is responsible for the operations and maintenance of all live water and wastewater infrastructure. It is responsible for the treatment and supply of safe drinking water from catchment to tap as well as the conveyance and treatment of all sewage to meet community, health and environmental requirements.

We want to ensure our community and customers have confidence and trust that we will deliver safe, affordable and reliable water and wastewater services today, tomorrow and in the future. We will strive to deliver these services using the latest technologies, being innovative, resourceful, passionate and responsive to our customers' needs and manage the risks and challenges of the present and future environment in which we will operate.

Our Unit value Teamwork, Respect, Communication, Knowledge and Sharing.

The Position

The position is responsible to the Supervisor - Network and is required to carry out a wide range of operational and maintenance activities on the water supply, wastewater network systems and if required water and wastewater treatment plants, dams, weirs and other assets under the control of the Water Unit.

The position is a supervisory position and has direct responsibility for an assistant and will be required to supervise small work groups and minor contractors.

The incumbent will be required to start at various locations from time to time including the Murwillumbah, Tweed Heads and Tweed Coast Depots.

The position may be part of the Water Unit's 24-hour "on-call" service on a rotational basis. To participate in the "on call" service the incumbent must be contactable after hours and be able to respond within a reasonable time and live within the area defined by the Water Units "on-call" boundary. The position may be "called out" to provide an emergency response.

The position may be required to act for the Supervisor - Network.

The position is required to perform any other duties as directed by your Supervisor (within broad scope of job grade, skills and training).

The work of the position includes, but is not limited to, the following:

Key Responsibility Areas	Associated Key Duties
1. Wastewater System Construction and Maintenance	<ul style="list-style-type: none">Inspect, clean, repair and maintain gravity sewers, house connections, pressure mains and manholes.Construct sewer mains, manholes and install Package Pump stations.

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	<ul style="list-style-type: none">• Undertake other duties required from time to time in the maintenance and construction of Council's wastewater system.• Undertake sewer connections (cut-ins) on existing wastewater systems.• Ensure compliance with standards and procedures for construction and maintenance of wastewater network.• Investigate and report on wastewater catchment inflow and infiltration and condition of assets.• Conduct maintenance, troubleshooting and repairs to vacuum wastewater systems.• Provide Input on methods, plant and equipment choices.• Interpret and utilise design plans and specifications and provide work as executed drawings on completion.• Perform CCTV inspections for troubleshooting of faults in sewers and House connections.• Complete reporting of sewer overflow incidents.
2. Water System Construction and Maintenance	<ul style="list-style-type: none">• Install water services including meters and associated backflow devices.• Undertake the reading of water meters.• Construct water mains.• Undertake repair of trunk mains, water mains and services.• Undertake cut-ins on existing water supply system.• Maintain repair and test hydrants and stop valves.• Undertake other duties required from time to time in the maintenance of a water supply system.• Ensure compliance with standards and procedures for construction and maintenance of water supply.• Input on methods, plant and equipment choices.• Interpret and utilise design plans and specifications and provide work as executed drawings on completion.• Carry out reservoir and valve pit inspections and maintenance.• Undertake chlorination and De-chlorination for the commissioning of new mains.
3. General Construction and Maintenance	<ul style="list-style-type: none">• Undertake concreting, trenching, backfilling and dewatering as required.• Coordinate traffic control, sediment control and site restoration as required.

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	<ul style="list-style-type: none">• Carry out other asset inspections and maintenance• Arrange appropriate bypass pumping, shoring and dewatering as required to undertake abovementioned work.
4. Administration	<ul style="list-style-type: none">• Investigate, undertake and complete customer work requests (CWR).• Complete and approve timesheets in accordance with Council requirements• Arrange plant and equipment hire through Supervisor as required.• Complete incident reports and assist in workplace safety improvements.• Complete inspections and work orders forms in accordance with maintenance plans.
5. Technology and Computer Knowledge	<ul style="list-style-type: none">• Obtain GIS mapping and asset information using notebook or other electronic devices as provided.• Record asset and meter reading data using hand held electronic devices.• Capture Works As Executed photographs and prepare electronic diagrams and email to Asset Engineer.
6. Supervision	<ul style="list-style-type: none">• Supervise and provide on the job training to Network Assistant and others as required by Supervisor.• Supervise contractors on a daily basis including Excavators, skid steer loaders, under-boring and traffic controllers.• Liaise with other units within Council as required to complete work activities.• Carry out risk assessments, implement controls at work sites and deliver site inductions.• Act for the Network Supervisor if required.
7. Public Relations	<ul style="list-style-type: none">• Liaise with and provide advice to public, residents, customers and other public utilities.• Provide notification of service interruption or incidents to customers and office.

The position requires attention to detail, flexibility and the ability to contribute to the provision of client services across the work of the Unit. Also the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

The position will apply Council's Enterprise Risk Management Policy and Protocol objectives as they relate to the position.

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Health Safety and Environmental System (HSES) Responsibilities

In accordance with Council's Work Health and Safety Responsibility, Authority and Accountability Protocol all employees are required to perform their duties in accordance with their job category. WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

For details of WHS Responsibilities, Authority and Accountabilities, staff and candidates are to refer to the following Protocol:

[WHS Responsibilities, Authority and Accountabilities Protocol](#)

Compliance Training Requirements

In accordance with Council's legislative requirement under the Work, Health and Safety Regulation 2017, new staff will be provided with access to relevant training, information and instruction in order to safely perform their duties.

Infection Control and Immunisation Requirements

Council requires all incumbents occupying an identified position to undertake the course of immunisation outlined in the Infection Control Standard Operating Procedure.

For a complete list of identified positions and recommended immunisations, staff are to refer to the following Standard Operating Procedure:

[WHS Infection Control Standard Operating Procedure](#)

Organisational and External Relationships

Organisational Relationships

- Liaise with most units of Council both indoor and outdoor to achieve project outcomes.

External Relationships

- Liaise with members of the public, Government Agencies, Suppliers, Contractors, Consultants, and industry peers to ensure project outcomes, operational compliance, quality customer service, and professional development.

Location of Position

The position will be required to work out of any of Council's administrative offices, Depots or any other location within the Shire as directed by the supervisor. Transportation to and from work and to perform the duties of the position, is the responsibility of the employee. When a driver's licence is a requirement of a position, the licence class is included in the Selection Criteria.

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Delegations and Authorities

Position of Trust

This position has been identified as a Position of Trust based on the duties and responsibilities of the position.

It is a condition of employment that employees occupying a Position of Trust provide consent on request, for the conducting of position specific identity and suitability checks e.g. Police and Credit Checks etc. These checks need to be reconfirmed on a regular basis.

Selection Criteria

Knowledge and Competence: (to be addressed in full when making application)

1. The position may be part of the Water Unit's 24-hour "on-call" service on a rotational basis. To participate in the "on call" service the incumbent must be contactable after hours and be able to respond within a reasonable time and live within the area defined by the Water Units "on-call" boundary. The position may be "called out" to provide an emergency response.
2. Current Vehicle Licence – Car.
3. Demonstrated literacy and numeracy competence to ensure reading of job instructions, maintenance of records and completion of standard reports.
4. Demonstrated sound knowledge of pipe-laying and repairs.
5. Demonstrated experience with the maintenance and operation of a wastewater Network, water supply or equivalent system.
6. Ability to supervise and train assistant.
7. Demonstrated knowledge of workplace safety procedures.
8. General Construction Induction Card (White Card).

Desirable:

9. Demonstrated general knowledge of Tweed Shire's Water Supply and Wastewater Network Systems.
10. Demonstrated knowledge of water supply valve and hydrant operation and maintenance.
11. Relevant Trade Qualifications.
12. Current confined spaces entry certificate.
13. Current Vehicle Licence – Medium Rigid.

Personal Attributes:

Personal Attributes and Cultural Fit will be addressed at interview.

Council is seeking personal attributes and work values consistent with Council's Corporate Values.

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The table below details the minimum behavioural standards expected of incumbents of this position. [View the full Tweed Shire Council Capability Framework](#)

Personal Attributes	Minimum Standard
Manage Self	Intermediate
Display Resilience and Adaptability	Intermediate
Act with Integrity	Intermediate
Demonstrate Accountability	Intermediate
Relationships	
Work Collaboratively	Intermediate
Communicate with a Customer and Community Focus	Intermediate
Influence and Negotiate	N/A
Results	
Plan and Prioritise	N/A
Think and Solve Problems	Intermediate
Deliver Results	Intermediate
Workforce Leadership (supervisory roles only)	
Manage and Develop People	N/A