

Position Description

Senior Technical Officer - Liquid Trade Waste and Connections



Position Title	Senior Technical Officer - Liquid Trade Waste and Connections	Role ID	WBSTO1
Division	Engineering	Unit	Water and Wastewater - Business and Assets
Job Grade	6	Award	35
Reports To	Engineer - Water Efficiency and Connections		
Revised/Created	June 2022 - Revised		

Primary Objectives

- Coordinate and supervise the implementation of Council's Discharge of Liquid Trade Waste to the Sewerage System, Backflow Prevention and Cross Connection Control Policies through management of Trade Waste and Connections team members.
- Investigate, review, develop and improve policies, standards and procedures to ensure adherence to industry best practice.

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 - Business and Assets Unit

The Water and Wastewater Business and Assets Unit is one of four within the Division and provides high quality and reliable water supply and wastewater services to the Tweed Community. The Unit is responsible for business and asset planning, asset management, and the capital delivery, of Water Supply and Wastewater systems and also includes the Tweed Laboratory Centre.

As the Tweed Shire is a rapidly growing area, the demand for infrastructure is high. Efficient provision of this infrastructure must be balanced against the environmental concerns that accompany an area that is geographically and ecologically unique.

The work environment is busy, responsive to customer demands and requires regular adjustment of priorities and activities.

Council is committed to the principles of ecological sustainability in all operations and responsibilities.

The Position

The position provides leadership, technical support and advice to residential and business customers, consultants, engineers, staff and managers in key areas of expertise.

The position is responsible for coordinating the management of liquid trade waste in the Shire. To do this, the position supervises and monitors the implementation of Council's Policy - Discharge of Liquid Trade Waste to the Sewerage System. The incumbent reviews and updates the Policy regularly to ensure a best practice approach to managing liquid trade waste and ongoing adherence to the Department of Planning and Environment (DPE) Liquid Trade Waste Regulation Guidelines.

The position provides expert advice on liquid trade waste related matters, including treatment, risk assessment and approval processes to Council management and staff, all Classifications of liquid trade waste generators, business, consultants and plumbers.

The position oversees the application for and issuing of Liquid Trade Waste Services Agreements for all Classifications of liquid trade waste generators. In particular, the incumbent negotiates with large commercial and industrial liquid trade waste generators to develop mutually agreed Approval Conditions. These complex Classification C activities pose a high risk to Council's sewerage system. The position liaises and negotiates with DPE to secure concurrence with Approval Conditions for Classification C generators.

The position is responsible for monitoring all liquid trade waste generators to ensure continued compliance with their Approval Conditions. In the event of non-compliance, the position is required to determine the best course of action and direct staff accordingly. This can involve the calculation of and levying additional charges, consulting Council's operations staff, working with the generator managers and renegotiating the Approval Conditions. For Classification C generators involving wastewater treatment upgrades, this can take several months or years.

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The position coordinates and supervises the management of Council's metered standpipe fleet, monthly meter reading of large water customers, testing of water hydrants and quotations for new connections to Council's water supply and wastewater systems.

The position coordinates Council's management of testable backflow prevention devices in the Shire. To achieve this, the position provides leadership to staff from Council's Water and Wastewater and Building and Environmental Health Units to implement Council's Policy - Backflow Prevention and Cross Connection Control. The incumbent is responsible for ensuring that all properties in the Shire comply with the requirements of Council's Policy, the Plumbing Code of Australia and the Australian Standard AS 3500: Part 1.

The position provides expert advice on backflow prevention legislation, backflow risk assessment and approval processes to Council staff and management, property owners, business, consultants and plumbers.

The position oversees the management of Council's metered standpipe fleet used by staff, contractors and water carters to access Council's water supply. This involves directing staff to ensure regular review of related application and registration processes, standpipe tracking, selection and purchase of equipment, maintaining customer relationships, dealing with water carters and customer billing.

The position provides cost estimates for the installation of large water meter and associated backflow prevention installations to customers and Council staff. It also carries out flow and pressure testing of the water supply network at specific locations when required to inform hydraulic analysis by consultants, developers and Council's network and systems planning staff.

The incumbent uses their expertise and experience to lead investigations of water consumption anomalies, non-standard water and sewerage connection requests, liquid trade waste pollution incidents, a range of customer complaints, flow and pressure problems and water theft.

The incumbent must demonstrate excellent communication skills with a focus on education and building constructive relationships with staff and customers. The position provides education, technical and general advice to a broad range of staff, customers, trades and businesses at all levels. This includes both, verbal and written advice. The position works collaboratively with other Council departments, in particular Building and Environmental Health, Development Assessment, Regulatory Services, Revenue and Recovery and Information Technology.

The incumbent is required to work in a safe manner and with minimal supervision having regard for self and others and to also contribute to the implementation of Council's Work Health and Safety policies, procedures and practices.

The position uses Information Management Software including Council's Record Management, Finance, GIS, Property, Customer Request and Billing Management systems and is required to prepare budgets and review expenditure and schedule and monitor workflow related to the key areas of responsibility.

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The position is required to manage the day-to-day performance of direct reports and participate in organisational and personal development activities. In addition, the role will manage external relationships with business, consultants and contractors and will act in the position of Engineer – Water Efficiency and Connections when required.

The position is required to perform any other duties as directed by their 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. Liquid Trade Waste Management	<ul style="list-style-type: none">• Coordinate, supervise and monitor the implementation of Council Policy - Discharge of Liquid Trade Waste to the Sewerage System.• Provide expert advice on liquid trade waste related matters including treatment, emerging technology, risk assessment and approval processes to Council management and staff, all Classifications of liquid trade waste generators, business, consultants and plumbers.• Oversee the development of Liquid Trade Waste Services Agreements for all Classifications of liquid trade waste generators and the renewal of expired Agreements.• Negotiate with large commercial and industrial liquid trade waste generators (Classification C) to develop mutually agreed Approval Conditions.• Consult and negotiate with the Department of Planning and Environment (DPE) to secure concurrence with Approval Conditions for complex Classification C activities.• Design and supervise the monitoring of all liquid trade waste generators to ensure continued compliance with their Approval Conditions.• Determine the best course of action and direct staff accordingly in the event of non-compliance.• Calculate fees and charges for non-compliance, annual charges and discharge factors.• Design and coordinate the implementation of compliance monitoring programs including sampling and testing regimes and auditing of laboratory results.• Renegotiate Approval Conditions for Classification C generators by consulting with generator managers, Council operational and management staff, contractors and DPE.

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	<ul style="list-style-type: none">• Monitor, review and continually improve application, sampling, compliance monitoring and record keeping processes.• Carry out water and liquid trade waste audits of premises and make recommendations based on audit findings.
2. Water Supply and Sewerage Connections	<ul style="list-style-type: none">• Lead investigations and project manage resolution of water supply and sewerage anomalies including excessive water consumption, non-standard water and sewerage connection requests, liquid trade waste pollution incidents, a range of customer complaints, flow and pressure problems and water theft.• Prepare cost estimates and coordinate work for non-standard and all large water meter installations.• Supervise and carry out inspections of water supply and sewerage connections to ensure compliance with Council standards and regulatory Codes.• Investigate and supervise action to resolve illegal connections to Council's water supply and sewerage networks.• Develop and maintain the water meter replacement program.• Coordinate field work for water meter replacement programs.• When required, arrange for the testing of meters• Develop standards and investigate new technology in these areas.
3. Backflow Prevention	<ul style="list-style-type: none">• Coordinate Council's management of testable backflow prevention devices in the Shire.• Manage staff to audit, inspect and test devices and maintain up to date registers.• Monitor and ensure compliance with Council's Policy, all Codes and Standards.• Investigate and provide expert advice on new backflow installations for Council facilities.• Review and update Council standards and Policy.
4. Standpipes and Hydrants	<ul style="list-style-type: none">• Oversee the management of Council's metered standpipe.• Coordinate application and registration processes, standpipe tracking, selection and purchase of equipment, maintaining customer relationships, dealing with water carters and customer billing

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	<ul style="list-style-type: none"> Carry out flow and pressure testing of water hydrants when required to inform consultants, developers and Council's systems planning staff.
5. Water Efficiency and Water Loss Management	<ul style="list-style-type: none"> Investigate customers' water consumption history and provide advice about water efficiency options to Council staff, customers and the general public. Provide expert advice to liquid trade waste generators, business and industry to optimise water use and reduce water consumption. Provide clear and accurate advice about water loss management and water efficiency principles. Develop and Implement management plans for identified businesses. Investigate emerging technology and make recommendations in this area.
6. Coordination and Leadership	<ul style="list-style-type: none"> Lead and coordinate the activities of the Technical Assistant Liquid Trade Waste, Technical Assistant Meters and Technical Assistant Water and Wastewater. Act as required in the position of Engineer Water Efficiency and Connections. Coordinate, supervise and monitor the implementation of Council Policy - Discharge of Liquid Trade Waste to the Sewerage System. Coordinate and monitor Council's management of testable backflow prevention devices in the Shire. Lead and coordinate the investigation of water supply and sewerage anomalies, customer complaints, liquid trade waste pollution incidents and non-compliance with Council policies. Design and supervise the production of performance reports, inspections, fees, charges and sampling programs. Provide expert advice to staff and coordinate critical site visits, meetings, presentations and inspections. Develop and implement development plans for team members.
7. Customer Service	<ul style="list-style-type: none"> Interact extensively and communicate clearly with Council staff, business, consultants, industry groups, government agencies and the public. Display political awareness, understanding, tact and diplomacy to deal with sensitive issues affecting business and the general public. Use high level negotiation skills to resolve conflict with water and sewerage customers.

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	<ul style="list-style-type: none"> • Apply high level problem solving skills to resolve water supply, sewerage and liquid trade waste anomalies. • Work collaboratively and maintain effective relationships with a wide range of Council staff at all levels. • Provide clear and accurate verbal and written advice and reports to staff, members of the public, trades and all levels of business. • Educate liquid trade waste generators about effective wastewater management and water efficiency. • Conduct site meetings with customers and other staff as required. • Prepare and conduct presentations to groups at education and information sessions.
8. Policies, Regulations and Processes	<ul style="list-style-type: none"> • Review, update and improve relevant policies, systems and processes. • Have and apply expert knowledge of the DPE Liquid Trade Waste Regulation Guidelines. • Have and apply expert knowledge of all relevant plumbing and drainage codes and standards. • Coordinate the enforcement of relevant policies, codes and standards to ensure compliance by Council and its customers. • Have a sound understanding of Council's Revenue Policy as it relates to water and sewerage.
9. Staff Management	<ul style="list-style-type: none"> • Lead and manage staff in the Water and Wastewater liquid trade waste and connections team. • Ensure compliance with all WHS and Human Resource requirements within area of responsibility. • Identify and implement staff development needs. • Proactively identify and Resolve conflict between staff and or with management. • Manage performance of direct reports in accordance with the relevant Human Resource protocol. • Prepare and maintain all position descriptions and progression tables for relevant staff to meet current job requirements and ensure competency assessment is undertaken in accordance with Human Resource protocol.
10. Financial	<ul style="list-style-type: none"> • Prepare and monitor accounts for liquid trade waste generators, metered standpipe use, sewer usage charges and water connections.

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	<ul style="list-style-type: none">• Calculate liquid trade waste and sewer usage charges.• Prepare and coordinate the issue of liquid trade waste accounts for Classification C customers.• Review and provide input to budget preparation and development of Fees and Charges.• Liaise extensively with the Revenue Unit.
11.Other	<ul style="list-style-type: none">• Respond as required to investigate and resolution of pollution incidents and unauthorised discharge to the sewerage system.• Undertake other tasks as identified by the Manager Water and Wastewater and senior staff.

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.

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](#)

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Organisational and External Relationships

Organisational Relationships

- Within Council the position liaises with staff in many areas including engineers, building surveyors, rates clerks, laboratory staff, town planners and environmental health officers.
- The position works collaboratively and maintains effective relationships in particular with Building and Environmental Health, Development Assessment, Regulatory Services, Revenue and Recovery and Information Technology.

External Relationships

- NSW Department of Planning and Environment
- Various other government agencies
- Commercial, industrial and residential water customers
- Liquid trade waste generators
- Consultants, industry groups and expert forums
- Equipment manufacturers and suppliers
- Other local government peers
- Plumbers and contractors
- Real estate agents
- General public

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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Selection Criteria

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

1. Certificate IV in Water Operations (Trade Waste) or equivalent qualification.
2. Trade Qualification in plumbing with backflow accreditation.
3. Demonstrated experience in leading and supervising a customer focused team in a technical field.
4. Extensive experience in assessing liquid trade waste activities, conducting inspections and managing relationships with liquid trade waste generators.
5. Extensive applied knowledge of the NSW Department of Planning and Environment Liquid Trade Waste Management Guidelines 2021.
6. Extensive applied knowledge of the Plumbing Code of Australia and Australian Standard AS 3500: Part 1.
7. Expert understanding of backflow prevention principles and relevant legislative requirements.
8. Extensive applied knowledge of liquid trade waste activities and wastewater pre-treatment processes.
9. Demonstrated working knowledge of monitoring, sampling and testing techniques as applied to liquid trade waste discharge quality and quantity.
10. Demonstrated high level verbal and written communication skills.
11. Demonstrated ability to provide efficient and high quality customer service and develop effective customer relationships.
12. Demonstrated ability to prepare emails, letters, reports and spreadsheets using Microsoft Office suite programs in a work environment.
13. Current Vehicle License - Car.

Desirable:

14. Knowledge of the Tweed Shire Council local government area and its key liquid trade waste activities.
15. Demonstrated understanding of water efficiency and water loss management principles.

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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.

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	Adept
Display Resilience and Adaptability	Adept
Act with Integrity	Adept
Demonstrate Accountability	Adept
Relationships	
Work Collaboratively	Adept
Communicate with a Customer and Community Focus	Adept
Influence and Negotiate	Adept
Results	
Plan and Prioritise	Adept
Think and Solve Problems	Adept
Deliver Results	Adept
Workforce Leadership (supervisory roles only)	
Manage and Develop People	Adept