POSITION DESCRIPTION

# POSITION DETAILS

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| --- | --- |
| **Position Title** | Maintenance Officer |
| **Business or Service Unit** | System Operation & Asset Maintenance |
| **Position Manager** | Maintenance Team Leader |
| **Position Location** | Various |

# POSITION PURPOSE

Deliver day to day maintenance and service activities for water infrastructure assets and river systems and put safety first.

# KEY ACCOUNTABILITIES

### Ensure all activities are undertaken with the safety of people as the number one priority and at all times role model safe behaviour.

### Ensure delivery of accurate quantity and quality of water to customers by undertaking surveillance and monitoring of water supply assets.

### Carry out operational maintenance tasks and minor works to assist in the delivery of the preventative maintenance program; providing an initial analysis, potential improvements and responding to abnormal events.

### Undertake dam surveillance, water quality sampling, on-site water deliver operations on water storage and distribution assets and service related functions to complete operational requirements.

### Ensure accurate documentation and reporting on maintenance and services delivery to effectively communicate operational issues, hazards, non-conformances, WHS and environmental matters.

### Ensure the accurate capture, storage, update and review of data required for the maintenance management system.

### Meet emergency policies and procedures and participate in water infrastructure activities, flood, lock and piped supply/treatment operations.

# SIGNIFICANT EXTERNAL RELATIONSHIPS FOR WHICH THIS POSITION IS THE Primary Contact

* Nil

# AUTHORITY LIMITS

* As per *Standing Delegations* instrument from time to time.

RECRUITMENT GUIDE:

Maintenance Officer

# KEY COMPETENCIES

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| --- | --- | --- | --- |
| **Individual Contributor** | **Team Leader** | **Manager** | **Executive** |
| **Decision Making**Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences. | [**Decision Making**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 1'!C2)Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences. | [**Strategic Decision Making**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 1'!D2)Obtaining information and identifying key issues and relationships relevant to achieving a long-range goal or vision; committing to a course of action to accomplish a long-range goal or vision after developing alternatives based on logical assumptions, facts, available resources, constraints, and organizational values. | [**Establishing Strategic Direction**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 1'!E2)Establishing and committing to a long-term business direction based on an analysis of systemic information and consideration of resources, market drivers, and organizational values. |
|  | [**Developing Others**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 2'!C2)Planning and supporting the development of individuals’ skills and abilities so that they can fulfil current or future job/role responsibilities more effectively. | [**Coaching**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 2'!D2)Providing timely guidance and feedback to help others strengthen specific knowledge/skill areas needed to accomplish a task or solve a problem. | [**Coaching and Developing Others**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 2'!E2)Providing feedback, instruction, and development guidance to help others excel in their current or future job responsibilities; planning and supporting the development of individual skills and abilities. |
| [**Active Learning**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 3'!B2)Demonstrating zeal for new information, knowledge, and experiences; regularly seeking and capitalizing on learning opportunities; quickly assimilating and applying new information. | [**Selecting Talent**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 3'!D2)Evaluating and selecting internal and external talent to ensure the best match between the individual and the work requirements. | [**Selecting Talent**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 3'!E2)Evaluating and selecting internal and external talent to ensure the best match between the individual and the work requirements. | [**Building Organisational Talent**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 3'!F2)Establishing systems and processes to attract, develop, engage, and retain talented individuals; creating a work environment where people can realize their full potential, thus allowing the organization to meet current and future business challenges. |
|  [**Personal Growth Orientation**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 3'!C2)Actively pursuing development experiences to improve interpersonal and business impact. |
|  | [**Delegating responsibility**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#RANGE!C2)Allocating decision-making authority and/or task responsibility to appropriate others to maximize the organization’s and individuals’ effectiveness. | [**Delegating Responsibility**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 4'!D2)Allocating decision-making authority and/or task responsibility to appropriate others to maximize the organization’s and individuals’ effectiveness. | [**Empowerment and Delegation**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 4'!E2)Sharing authority and responsibilities with others to move decision making and accountability downward through the organization, enable individuals to stretch their capabilities, and accomplish the business unit’s strategic priorities. |
|  | [**Leading Through Vision and Values**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 5'!C2)Keeping the organization’s vision and values at the forefront of associate decision making and action. | [**Selling the Vision**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 5'!D2)Vividly communicating a compelling view of the future state in a way that helps others understand and feel how business outcomes will be different when the vision and values become a reality. | [**Selling the Vision**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 5'!E2)Vividly communicating a compelling view of the future state in a way that helps others understand and feel how business outcomes will be different when the vision and values become a reality. |
| [**Work Standards**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 7'!B2)Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed. | [**Driving for Results**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 7'!C2)Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement. | [**Driving for Results**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 7'!D2)Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement. | [**Passion for Results**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 7'!E2)Driving high standards for individual, team, and organizational accomplishment; tenaciously working to meet or exceed challenging goals; deriving satisfaction from goal achievement and continuous improvement. |
| [**Managing work**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 8'!B2)Effectively managing one’s time and resources to ensure that work is completed efficiently. | [**Planning and Organising**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 8'!C2)Establishing courses of action for self and others to ensure that work is completed efficiently. | [**Driving Execution**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 8'!D2)Translating strategic priorities into operational reality; aligning communication, accountabilities, resource capabilities, internal processes, and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results. | [**Driving Execution**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 8'!E2)Translating strategic priorities into operational reality; aligning communication, accountabilities, resource capabilities, internal processes, and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results. |
| [**Adaptability**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 9'!B2)Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures. | [**Facilitating Change**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 9'!C2)Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace. | [**Leading Change**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 9'!D2)Identifying and driving organizational and cultural changes needed to adapt strategically to changing market demands, technology, and internal initiatives; catalyzing new approaches to improve results by transforming organizational culture, systems, or products/services. | [**Leading Change**](file:///C%3A%5CUsers%5Clgarratt%5CAppData%5CLocal%5CTemp%5COICE_181002CD-AB2C-45E9-B15E-7279121B577B.0%5C71F43507.xlsx#'Competency 9'!E2)Identifying and driving organizational and cultural changes needed to adapt strategically to changing market demands, technology, and internal initiatives; catalyzing new approaches to improve results by transforming organizational culture, systems, or products/services. |

# MANDATORY KNOWLEDGE AND QUALIFICATION REQUIREMENTS

* Current NSW driver’s licence.
* Boat license where water operations are required.

# MANDATORY EXPERIENCE

* Ability to implement safety and emergency plans and procedures.

# EXPERIENCE THAT WILL BE VIEWED FAVOURABLY but is not mandatory

* Certificate III in Water Operations.
* Demonstrated experience or ability to learn skills required to undertake maintenance, monitoring and operations of water infrastructure and associated services.
* Demonstrated ability to organise and complete activities to meet required standards.

# KEY CHALLENGES

* Understand, accept and implement new technology and changing work practices to continuously improve product delivery.