

Position Description



Water Quality Advisor

Business Unit: Water & Catchment Protection

Reporting to: Water Quality Services Manager

Position Purpose

To provide specialist water quality and limnological advice to stakeholders and customers to ensure that WaterNSW provides fit for purpose water quality, that meets Operational Licence, regulation, relevant standards and puts safety first.

Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Accountable for the timely provision and accuracy of requested water quality advice based on water quality data, inflow data and current and forecast climatic conditions to support strategic and operational planning
4. Monitor, review, identify and advise of any water quality risks evident through water quality monitoring results or system knowledge to ensure that any potential risks to public health are effectively managed and minimised.
5. Develop and implement water quality monitoring programs to investigate water quality issues and events as required which are scientifically sound to enable a better understanding of water quality cause and effect, to meet business requirements and comply with Australian Drinking Water Guidelines (ADWG) or any requirements specified by NSW Health.
6. Capability in the application of available tools for the management of water quality such WQ modelling, monitoring, and reporting systems. Provide input to drive continuous improvement of relevant tools and systems
7. Ongoing engagement with stakeholders (internal and external) customers and regulators providing specialist in depth technical water quality advice in response to water quality events/incidents to meet client needs

8. Support the implementation of WaterNSW Water Quality Management System (WQMS) including assurance activities (system audits & health checks), performance reporting and updating relevant documentation (procedures, manuals, incident reporting etc)
9. Ensure knowledge is maintained and kept up to date with any development in Industry and research/scientific advancements for the management of potable water supplies, from catchment to customer, identifying and implementing improvement opportunities.
10. Identify, scope and participate in research needs based on business priorities and objectives and collaborate with the research team as a subject matter expert for the delivery of projects

Key Challenges

- Maintain high level of risk management under ongoing system changes and incident
- Ability to meet competing priorities and stakeholder/customer needs
- Ability to respond to existing and potential water quality risks

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Within WQ team <ul style="list-style-type: none"> • Water Quality Systems Lead • Water Quality Programs Team • Principle Advisor Water Quality 	<ul style="list-style-type: none"> • Work collaboratively to ensure effective implementation of the WQMS • Identify need for research and development and provide SME input to research projects
Within WCP <ul style="list-style-type: none"> • Various Business Units & Teams: System Operations, Catchment Protection, Water monitoring 	<ul style="list-style-type: none"> • Work collaboratively to ensure effective water quality risk management • Prioritise monitoring and identify need for operational changes
Business wide <ul style="list-style-type: none"> • Assets (projects, planning and O&M) 	<ul style="list-style-type: none"> • Work collaboratively to ensure effective water quality risk management • Provide input to projects and identify need for upgrades to support water quality management

Significant External Relationships

Stakeholder	Purpose of Relationship
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<ul style="list-style-type: none"> Sydney Water and Councils 	<ul style="list-style-type: none"> Provide expert advice on raw water quality management forecast and trends. Review system operation and agree on responses Close collaboration - e.g., working groups for implementing items under the WQMS
<ul style="list-style-type: none"> NSW Health 	<ul style="list-style-type: none"> Provide expert water quality advice, especially during incidents

Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

WaterNSW Leadership & Performance Competencies

People	Level	
Communicating with Influence	B	<ul style="list-style-type: none"> Tailors communication to suit the audience and uses a range of influencing techniques to build support Supports messages with relevant examples, demonstrations and stories Communicates issues clearly with different audiences Handles challenging questions confidently and constructively
Awareness and Personal Resilience	A	<ul style="list-style-type: none"> Recognises own emotions and their effects, and is always aware of own response to pressure and change Uses effective strategies to stay calm and composed under pressure Continuously demonstrates personal integrity, honesty and sincerity Recognises when to ask for support when under stress
Customer	Level	
Collaboration & Engagement With	B	<ul style="list-style-type: none"> Builds and maintains relationships with individuals from other work groups to accomplish shared goals

Customers and Stakeholders		<ul style="list-style-type: none"> Adapts approach to meet the needs of a broad range of customers and stakeholders
Partnering & Advice	B	<ul style="list-style-type: none"> Engages in a productive dialogue with the customer to consultatively identify a solution Provides credible advice for customers based on an understanding of the underlying issue Knows when to draw on additional resources to provide appropriate support and advice for customers

Business	Level	
Analysis & Problem Solving	C	<ul style="list-style-type: none"> Takes a broad view when analysing complex and ambiguous situations Recognises patterns and draws linkages between data and/or situations Develops long term solutions that address the root cause of problems and prevent recurrences Selects and uses problem solving tools appropriate to the problem and the context Evaluates the effectiveness of implemented solutions
Planning & Delivering Results	A	<ul style="list-style-type: none"> Completes work in a timely manner to expected standards Identifies issues or roadblocks, looks to solve first and if needed advises upwards Plans and organises work by drawing on necessary tools and resources Monitors the progress of plans and deliverables Identifies more critical and less critical activities; adjusts priorities when appropriate Displays drive and a clear focus on achieving results

Mandatory Candidate Requirements

Qualifications:

- Tertiary qualification in engineering, science or a related discipline or equivalent experience

Knowledge:

- In depth knowledge of ADWG and other NSW regulatory requirements for the management of potable water supplies, from catchment to customer.
- Specialised knowledge in one or more of the nominated fields:
 - Water quality (physico-chemical)
 - Water quality (microbial)
 - Limnology
 - Statistics
 - Catchment and riverine hydrology or hydrogeology
 - Aquatic ecosystems

Experience:

- Experience relating to limnology or the management of water quality in rivers, dam storages and raw water supply systems.
- Experience in the design of water quality monitoring programs, investigative studies and the interpretation of complex data sets for the provision of strategic and operational advice for the management of water quality risks
- Extensive Stakeholder engagement experience with highly developed written and verbal communication skills
- High level of attention to detail and critical thinking

Favourable Candidate Requirements

- Demonstrated experience related to the management of drinking water supply systems, from catchment to customers.
- A sound understanding of the water industry sector, work practices and systems relevant to drinking water supply
- Understanding of the principles of water quality, hydrodynamic and catchment modelling
- Post graduate degree in relevant field

Pre-Employment Checks Required

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical – office based
- Police Check