

# Position Description

<b>Position title:</b>	Manager Wastewater Treatment and Reuse Operations	<b>Effective date:</b>	14 September 2021
<b>Classification:</b>	Band 6	<b>Location:</b>	Office based in Bridge Street, Bendigo
<b>Department/Team</b>	Service Delivery		
<b>Reporting to:</b>	EGM Service Delivery		

## Working at Coliban Water

Coliban Region Water Corporation is based in Bendigo and is one of the largest Victorian regional urban water corporations.

Led by our vision of *Water to Live, Grow and Enjoy*, we provide water and wastewater services to 49 towns across 16,500 square kilometres in North Central Victoria. We operate 365 days a year to ensure our customers – residential, commercial and rural – have access to safe drinking water, a secure water supply and reliable sewer services. Our 10-year plan, *Strategy 2030*, guides the business to ensure there is enough water to sustain and grow economic activity and investment for the region.



## What we stand for

We're focussed on a culture of **Earn the customer**, **Own the risk** and **Act**. This underpins our ability to deliver high quality services to our region.

<b>Earn the customer</b>	We exist to serve our customers. We 'wow' our customers with an outstanding experience.
<b>Own the risk</b>	We take responsibility and are accountable to our customers and communities.
<b>Act</b>	We are brave in our decision making and act. We make good judgements based on the evidence and we follow through.

Working with us you will be joining a vibrant, dynamic, inclusive and supportive team which is realised through:

- Our respect, support and collaboration with the First Peoples of the land in which we live and work.
- Our championship of an inclusive culture which celebrates diversity.
- Our emphasis and commitment to flexible work and balance of personal and professional lives.
- Our leadership in the area of social justice, which sees us challenging the way we work to further causes including gender equity and family violence.

We're committed to providing a workplace that allows you to grow and thrive in your career.

## Business unit overview

This role is part of the Service Delivery business unit that underpins and enhances the Corporation's ability to deliver on its purpose, values and drivers. Operating 24 hours a day, seven days a week, the team delivers high quality drinking, wastewater and recycled water services; that meet the needs of Coliban Water customers and complies with the requirements of our regulators. This business unit has a key role in protecting public health and the environment.

The Service Delivery business function is responsible for the operation and maintenance of all Coliban Water assets including; water catchments and dams, water treatment plants, transport network (reservoirs, pipes and pumping systems) and ultimately wastewater treatment plants and disposal or beneficial re-use of waste streams.

## Position overview

Reporting to the Executive General Manager Service Delivery, the Manager Wastewater Treatment and Reuse Operations is accountable for the operation of all wastewater treatment plants across the Coliban Water region meeting not only compliance obligations but also the protection and improvement of the environment. The role is accountable to manage the quantity and quality of reclaimed product supplied to customers and the environment from treatment through to beneficial end use via the treatment of wastewater, reclaimed water and biosolids reuse, including air and odour management.

Effective management requires proactively monitoring and the identification of improvements, the application of a proactive, risk-based approach to delivery and protecting/improving public and environmental health outcomes. The Manager Wastewater Treatment and Reuse Operations is required to work closely with and report to the Environmental Protection Agency (EPA) and improve the overall working relationship by building trust in Coliban Water's abilities and performance. The Manager Wastewater Treatment and Reuse Operations has accountability for;

- Operating, maintaining and improving the wastewater and biosolids treatment asset performance and operations
- Operating, maintaining and improving the reclaimed water and biosolids management assets performance and operations
- Building and maintaining resilience and emergency management and response capability across all assets
- Ensuring that asset needs, operations, performance, and resilience are continually reviewed, and actions implemented to meet the needs in a climate change environment
- Working with Coliban Water service delivery partners to enhance relationships and ensure all requirements and obligations are delivered.

## Position dimensions

<b>Capital expenditure /Budget</b>	In accordance with the Organisational budget
<b>Authorities/Delegations</b>	Please refer to the Financial Delegations Policy
<b>Number of direct reports</b>	3-4
<b>Internal Working Relationships</b>	All Coliban Water Staff. Key internal interfaces include Executive Management, Water Harvesting Treatment and Quality dept staff, all Service Delivery staff
<b>External working relationships</b>	Regulators, EPA, Department of Environment, Land, Water and Planning, industry partners, consultants and contractors
<b>Other</b>	Liaise with EPA/DHHS/DELWP

## Key result areas

### Departmental

- As a subject matter expert, provide technical advice, interpretation and guidance to both internal and external stakeholders about the Coliban Water waste water treatment and reuse operations, and their effective operation
- Be the organisational leader and expert in wastewater treatment, reclaimed water operations, biosolids treatment, management and reuse, odour management and overall treatment operations to ensure a robust and resilient asset base including but not limited to, the ongoing provision of environmentally safe and fit for purpose reclaimed water, developing asset renewal, refurbishment and contingency planning to meet ongoing regulatory and customer service expectations.
- Be a leader in, and own the outcomes of, the ongoing provision of services through optimisation of the current service delivery model in addition to developing and implementing any new or changed business models.
- Provide sound leadership, advice and recommendations to the Wastewater Treatment and Reuse Operations team, the Executive Leadership Team, Board and Managing Director on Wastewater Treatment and Reuse Operations issues whilst considering of the impact on the department, broader Service Delivery Unit and across each of the organisation strategic risks.
- Take accountability for the safe, efficient and compliant operational performance (including WHS, public health guidelines, Australian Guidelines for Water Recycling, EPA Licence, Environmental Legislation and any other relevant requirements) of the following:
  - Wastewater Treatment including all plants with a range of scale and technologies
  - Recycled Water Treatment Systems at Wastewater Treatment Plants
  - Beneficial Reuse of Products including biosolids and reclaimed water including farms management and leases with reuses and the relevant regulatory requirement and risk management.
  - Effective management of air quality and odour management at these assets
- Within the delegation of authority for the Manager Wastewater Treatment and Reuse Operations,
  - *Act* by applying good judgement and making decisions to drive outcomes that include consequence management of not only the engineering and/or technical impacts, but includes the social, political, environmental and financial impacts;
  - *Own the risk* around understanding the balance between reviewing needs, prioritisation of outcomes and the implementation of actions to deliver on organisational needs, customer outcomes, regulatory requirements, and aspirational goals.
- Champion 'Incident Management and Prevention' and be a key partner in the optimisation, maintenance and implementation of the Environmental Management System and Reclaimed Water Risk Management Plan
- *Own the risk* by ensuring risk management and governance practices are developed, effectively applied, continually challenged and improved to ensure work is not only completed in accordance with business, industry and national standards, but is also fit for purpose.
- Shape, monitor and evaluate strategic plans pertaining to the Wastewater treatment, reclaimed water, biosolids and odour management that alignment with broader business objectives and strategic direction.
- Work to *earn the customer* by developing and managing a positive presence with Coliban Water customers and the community by engaging in events such as customer forums, community meetings and local media.

- Develop, manage, and maintain effective professional relationships with key internal and external stakeholders including a broad range of inter-departmental positions, industry partners, consultants, contractors and other external agencies
- Build and maintain productive working relationships with the Traditional Owners across the Coliban Water region
- Represent Coliban Water in negotiations and discussions with external agencies, contractors, and consultants.
- Oversee resource and project management including managing external and internal resources, budgets and milestones
- Coordinate the formulation of new policies and practices that reflect an innovative approach to business and strive for continual improvement
- Manage the elements of the Wastewater Treatment and Reuse Operations components of Coliban Water's strategic partnership contracts, which involves:
  - Monitoring product stream and contract performance
  - Setting and optimising performance standards (including safety)
  - Day to day consultation to ensure alignment between client and service provider goals
  - Development and/or input into operational and maintenance strategies
  - Manage the Environmental Protection Licences for Treatment Plants and their catchments
  - Providing input into the Planning, Design, Construction, Commissioning, Acceptance into Operational Service, Maintenance, and Renewal of Coliban Water's or 3rd party assets which may have an impact on Coliban Water's operations

#### **Team Leadership**

- Lead the Wastewater Treatment and Reuse Operations team, by driving them to *Act* and apply good judgement and encouraging those that challenge the status quo, are proactive and make timely decisions.
- Oversee and monitor the direction, progression and achievement of the Wastewater Treatment and Reuse Operations team's core functions and objectives that deliver
  - operational excellence,
  - continual improvement; and
  - customer value
- Drive operational excellence by maintaining a focus on safety, high performance and continuous improvement whilst driving performance with clarity, communication and coaching
- Identify, lead, or support change (and change management) to improve organisational performance
- Provide clarity and direction for the team and develop the capability of individuals, including the next generation of leaders
- Proactively work to understand and manage group morale and individual wellbeing
- Actively participate as a member of the Coliban Water Senior Leadership team by *Own*ing the Risks across the organisation and *Act*ing to make decisions that drive organisational outcomes.

#### **Service Delivery Leadership**

- Customer
  - Drive exceptional customer service; internal and external to the team, business unit, and organisation
  - Own and resolve customer cases within defined area of accountability, in a timely and efficient manner

- Quality
  - Champion group and business unit compliance with legislated requirements and management systems including HSW, Environment, Quality, Water Quality, Asset Management, Contract Management and Emergency Management
  - Own the environmental outcomes for your group and implementation of the environmental management system including legislation such as the General Environmental Duties and other relevant legislation
  - Own the continued improvement and implementation of the Asset Management system requirements, risks and associated regulations for your area.
  - Develop, manage, implement and optimise operating and capital budgets and forecasting
  - Maintain a sound working knowledge of the business financial objectives and performance needs at all time to inform the best deployment of funds across the asset base.
  
- Incident & Emergency Management
  - Perform incident and emergency management duties as an incident controller, functional area coordinator, or other roles as required during business or after hours.

## Shared Result Areas

### Health safety and wellbeing

We are committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health & Safety Act 2004 and all regulations, codes of practice and organisation policies and procedures. In addition, employees are expected to:

- Report all safety incidents and hazards immediately
- Taking reasonable care for own safety and that of others
- Ensuring that the work environment is free from any form of discrimination, harassment or bullying

### Information security

Ensure that Coliban Water's corporate information, systems and networks are secure by:

- Complying with all company Information Technology policies and procedures
- Completing information security awareness training.
- Reporting all suspected or identified information security incidents or issues immediately.
- Owning information security mistakes e.g. reporting that you have clicked on a link in a phishing email.

### Asset Management Accountability Framework

As the services Coliban Water delivers are dependent on a large and complex asset base, and we are committed to providing high level services to our customers and community, this role is required to:

- Apply proactive risk-based asset management practices across all areas of the asset lifecycle
- Commit to the implementation of the Asset Management Accountability Framework with a focus on alignment to ISO55001 (the international standard for Asset Management)
- Be accountable for the requirements of both the AMAF and ISO55001 in the planning, acquiring, managing, operating and disposing of the organisation's assets

## Victorian Public Sector Values

Coliban Water is committed to upholding the Victoria Public Sector values of responsiveness, integrity, impartiality, accountability, respect, leadership and human rights. All employees are expected to uphold these values, which strengthens our capacity to operate as an effective public sector organisation and to achieve our vision.

## Performance level

<b>Action &amp; Accountability</b>	This role provides expert advice and counsel to the business. It will be able to lead the investigation of major issues. Development of strategies to resolve problems is a key feature for this role along with a direct influence over policy and the development of water quality strategies.
<b>Judgement &amp; Problem Solving</b>	This role makes decisions within complex and/ or dynamic environments. At this level, the making of decisions and applying judgement is required to include consequence management of implications broader than the technical impact, such as the social, political, environmental and financial implications. Problem resolution is a feature of this role and will require application of regulations together with detailed analysis to determine the most appropriate course of action.
<b>Specialist Knowledge &amp; Skills</b>	Extensive knowledge and experience in <ul style="list-style-type: none"><li>- Experience in the management of wastewater systems and recycled water systems, including treatment plants</li><li>- Team leadership experience in treatment and reuse operations</li><li>- Experience in the management of complex service contracts</li></ul>
<b>Interpersonal Skills</b>	This role operates within the space of negotiation, conflict resolution, inspiring change and persuading others for the matter of procedures, methods or strategies where differing opinions may exist. This role also requires the ability to lead and motivate others in the achievement of objectives, priorities, resource use, technical concepts and management decisions.
<b>Qualifications &amp; Experience</b>	Expert working knowledge and experience in wastewater treatment and recycled water treatment systems.  Tertiary qualification in engineering or science, or other relevant discipline.

## Special requirements

- This is a senior position with critical responsibilities to business delivery. From time to time, work outside business hours to deliver on deadlines will be required.
- May be required to work at remote locations requiring overnight stay on occasions.

## Special assessments & inherent requirements

- Valid and current Australian workers' rights
- Applicants and employees may be requested to undertake testing such as psychometric testing, and assessments (pre-employment and mid-employment) including medical assessments (e.g.: audiometric, functional movement, physical) police checks, working with children check, security clearances and drug testing
- It is an inherent requirement that all Coliban Water employees successfully complete all core-training requirements in expected timeframes.

## Success profile

- Tertiary qualification in engineering or science, or other relevant discipline, together with extensive knowledge and experience in wastewater systems and recycled water systems, including treatment plants
- Extensive experience in a management position with proven ability in developing staff and creating a positive supportive work environment that results in a high performing team, which drives outcomes and demonstrates continuous improvement
- Extensive experience in building effective working relationships and influencing a diverse range of internal and external stakeholders; with strong communication, negotiation and interpersonal skills (including business writing and presentation skills)
- Demonstrated Customer Service, interpersonal communication skills with the ability to negotiate, persuade and resolve grievances, conflicts and complaints and achieve desired outcomes
- Ability to work autonomously with limited direction, identifying trends/issues and acting with initiative to deliver solutions and outcomes, bringing relevant matters to the attention of the Executive Management
- Demonstrated ability to effectively manage challenges and changing priorities whilst delivering to team and corporate deadlines
- Ability to perform duties as an Incident Controller, acting independently if required (or commitment to develop capability)
- Ability to understand and interpret organisational strategic direction and translate this direction to team level planning and core functions.

## Position Enquiries

For further information regarding this position please contact:

Danny Mclean  
Executive General Manager Service Delivery  
0419 598 004

Applications quoting **Job No. MWT0821** should be submitted electronically. All applications must include a cover letter, resume and address the Key Selection Criteria.

To submit your application electronically please apply through the Coliban Water website.

All applications are to be received by **COB Tuesday 12<sup>th</sup> October 2021**.