

Reservoir Officer

Classification	Band 2
Team	Assets & Operations
Reporting to	Reservoir Controller
Location	Lauriston Reservoir office, with regular travel to Coliban Water's reservoirs and offices with the region
Effective Date	21 November 2025

Working at Coliban Water

Underpinning healthy people is healthy water!

Every day almost 180,000 customers in North Central Victoria trust us to deliver the water and sewage services that underpin the health and prosperity of their communities – now and tomorrow. We deliver these services to residents, farmers, businesses, and industry in 49 communities in an area spanning more than 16,500 square kilometres.

Led by our vision **healthy water, healthy people**, putting our customers and communities first is part of our DNA.

Day-to-day this means we maintain and upgrade the water and sewage pipes, pump stations and treatment plants we all rely on. And it's why we've set a bold strategy to build on that trust, enhance our natural environment, strengthen water security and resilience, and help shape the future of our region for the better.

While we're proud to lead the way, we know our success will come from deep understanding and collaboration. We engage regularly with and learn from our customers, communities, Traditional Owners, strategic partners, and others – because as locals, too, we know the best outcomes are realised when we all work together.

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.

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

Working with us, you'll be joining a vibrant, dynamic, and supportive team that:

- Respects, supports, and collaborates with the First Peoples of the land on which we live and work.
- Champions an inclusive culture that celebrates diversity.
- Is committed to flexible work and balance.
- Is a leader in the area of social justice, which sees us challenging the way we work to improve gender equality and support those impacted by family violence.

At Coliban Water we balance a small team rhythm with the reach and resources of one of the largest Victorian regional urban water corporations.

With big plans on the drawing board over the next five years, it's a great place to take the next step in your career.

What are you waiting for? We'd love you to join us.

Position overview

This role is part of the Water Catchment & Treatment Operations team and broader Assets & Operations 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 Assets & Operations 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.

The Reservoir Officer work as part of the Headworks team which is responsible for dam safety together with catchment and land management. Barkers Creek, Lauriston, Malmsbury and Upper Coliban reservoirs provide opportunities for public recreation, including on-water recreation. These public spaces are well maintained and a source of pride for the team and broader organisation.

The Reservoir Officer role also includes duties to monitor the Coliban Water recreational facilities by ensuring all activities occurring on Coliban Water owned land and water storages are appropriate and comply with company policies, relevant by-laws, regulations and legislation.

Position dimensions

Capital and expenditure budget	In accordance with the Organisational budget
Authorities/delegations	Please refer to the Financial Delegations Policy
Number of reports	0
Internal working relationships	Headworks team, Assets and Operations Department, All Coliban Water Staff
External working relationships	Stakeholders such as neighbouring landholders, Traditional Owners, works contractors, local government, Coliban Water owned/managed land and interest groups, local law enforcement and partner agencies/organisation such as DEECA, Marine Safety, Parks Victoria, Victorian Fisheries Association.
Other	Liaise with members of the general public, recreational users (land and water)

Key result areas

Operation and Maintenance (O&M) of Dams

Carry out the operation and maintenance of water storage assets:

- Under the general direction of the Reservoir Controller, work as a member of a workforce engaged in the operation and maintenance of reservoir environs, dams and recreational facilities and be able to operate semi independently.
- Under instruction and following documented operating procedures be able to make outlet releases, route floods through gated spillways and liaise with emergency agencies.

- Assist in the implementation of a program of maintenance work at the storages and contribute to discussions on works programs and progress and timing for works
- Using documented O&M procedures and standard reporting pro-forma, examine and report on changed conditions or potential hazards to reservoir environs, dams and their associated outlets and spillways, which may result in possible dam damage or failure
- Prepare written reports on routine operations, incidents; and deficiencies in relation to dam operations
- Supervise contractors as directed by the Reservoir Controller
- Provide accurate water storage levels and inflow data to internal customers in a timely manner
- Undertake other duties as directed

Land, Catchment and Recreation Management

- Complete activities relating to the management of the reservoir catchment including weed spraying, vegetation management and pest control
- Assist in monitoring land use and development within the reservoir catchment
- Monitoring and reporting of potential water quality issues in the raw water systems such as erosion, landslips, livestock access and algae growth
- Conduct patrols and surveillance on Coliban Water owned land and water storages to ensure polices, by-laws, regulations and legislation are being adhered to.
- Engage and educate users of Coliban Water recreational facilities on the appropriate activities to ensure protection of the site including to:
 - maintain drinking water quality
 - conserve the environment
 - protect cultural heritage assets
 - protect flora and fauna.
- Identify and report where recreational user breaches relevant by-laws, regulations, legislation and/or company policy
 - Communicate and educate users on appropriate and inappropriate activities
 - Where required, apply the appropriate enforcement actions to maintain protection of Coliban Water land and water storage facilities

Performance level (complete using performance level descriptions)

Action and accountability	<p>This role works within established procures and instructions as part of a team environment.</p> <p>There is some independence in achieving prescribed tasks.</p> <p>Day-to-day works involve problem identification and rectification, undertaking and reporting on works progress; and coordination with team members to ensure tasks are completed</p>
Judgement and problem solving	<p>This role is able to make decisions through following established procedures and following learned process such as schedules, plans and operating manuals. However, there is also the requirement to assess a range of options for implementation.</p>
Specialist knowledge and skills	<ul style="list-style-type: none"> • Dam safety monitoring and maintenance • Land and catchment management • Contractor management • Sound computer and reporting skills
Interpersonal skills	<p>This role requires the ability to obtain cooperation or assistance in the achievement of objectives. It will also provide information and advice to internal and/or external stakeholders. On occasion it will be required to operate with tact and diplomacy in relation to sensitive issues.</p>
Leadership level	<p>Lead self: Core skills demonstrating initiative, collaboration and communication.</p>
Qualifications and experience	<p>Desirable experience</p> <ul style="list-style-type: none"> • Water Industry Certificate II or similar qualification or equivalent experience

	<ul style="list-style-type: none"> • Demonstrated experience with mechanical equipment, concreting, corrosion protection, welding, environmental management, weed spraying. • An understanding of the Victoria water industry
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Shared goals

Health safety and wellbeing	Prioritise your own and others' health, safety and wellbeing by complying with the relevant Occupational Health & Safety legislation and Coliban Water's safety policies and procedures, including reporting hazards and incidents, and ensuring a discrimination-free work environment.
Environmental stewardship	Demonstrate a strong commitment to environmental stewardship by adhering to high standards, sustainability principles, and complying with relevant regulations.
Victorian public sector values	You'll uphold the values of responsiveness, integrity, impartiality, accountability, respect, leadership, and human rights, to strengthen the organisation's effectiveness in the public sector.

Assessments and further requirements

- A valid and current Australian workers' rights.
- You will be required to complete all core-training requirements in the expected timeframes.
- You may be required to perform additional or supplementary duties from time-to-time consistent with your skills, training, qualifications, and experience.
- Ability to work after hours, including work on weekends, public holidays and after normal hours during dam safety events or when required
- From time-to-time work outside of your regular business hours may be required, or you might be required to work at remote locations requiring overnight stay.
- You may also be requested to undertake pre or post-employment testing, such as psychometric testing, medical assessments, drug testing, police checks, security clearances, and other assessments.

Success profile

In addition to the qualifications and experience specified above, you will be required to meet the following criteria:

- Water Industry Certificate II qualification, equivalent experience or willingness to obtain this qualification
- Understanding of the operation and maintenance of dams, water service infrastructure, land management and associated recreational facilities
- Has the ability to build strong rapport with a variety of people, engage and educate recreation users to ensure the effective management and motoring of the Coliban Water recreational facilities
- Demonstrated ability to participate in the day-to-day activities of a work force, including contractor management, in the operation and maintenance of storages and recreation areas
- Ability to effectively operate in a team environment and to communicate effectively with the general public, staff and other agencies/organisations
- Ability to work weekends as part an on-call roster when responding to dam safety situations