

## Position Description

Classification	Process Operations Engineer
Team	Water Catchment and Treatment Operations
Reporting to	Water Process Operations Manager
Location	Based in Bendigo
Effective Date	1 March 2023

## 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 Assets & Operations Group and has a pivotal contribution to Coliban Water's success by being focussed on ensuring Coliban Water provides high quality customer service by efficiently and effectively managing water resources, water and wastewater systems, creating and managing infrastructure, oversight of our strategic partners and planning for long term growth and development of the region.

The Process Operations Engineering Role is part of the Water Catchment and Treatment Operations function and responsible for the operation and maintenance of Coliban Water assets including; water catchments, dams and water treatment plants.

This role is accountable for:

- Implementing strategies to enable achievement of water treatment objectives and related customer service objectives
- Building and maintain operational knowledge of Coliban Water sites by regular on-site meetings and engagement with operators
- Developing and implementing management systems associated with water treatment systems, identifying business improvement and risk management opportunities
- Monitoring compliance with regulatory and Essential Services Commission (ESC) standards, including performance analysis and reporting
- Optimise, document and maintain business decision methodologies. Contribute to the development of underlying risk factors to that make consequence, likelihood and mitigation factor tangible
- Assisting in the development of Asset Management System (AMS) and plans that create the best value for money for operational, maintenance and renewal activities
- Providing technical expertise in the areas of water treatment and general water quality
- Participation in Incident Management rosters and/or incident teams which may require participation in an afterhours.

## Position dimensions

<b>Capital and expenditure budget</b>	In accordance with the Organisational budget
<b>Authorities/delegations</b>	Please refer to the Instrument of Delegations policy
<b>Number of reports</b>	1 (dependant on Graduate rotations)
<b>Internal working relationships</b>	Assets & Operations business unit, communications team, other Coliban Water staff and strategic partners
<b>External working relationships</b>	Contractors and suppliers, industry associations, contracts stakeholders.
<b>Other</b>	Liaise with Department of Health (DH) / DEECA

## Key result areas

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## Performance level

<b>Action and accountability</b>	This role is required to provide sound advice and recommendations. Advice is provided through drawing on policy, procedure, process and professional standards. This position is specialised in its field and supervision provides guidance and support only when needed.
<b>Judgement and problem solving</b>	This role makes decisions through considering a variety of alternatives. Considerations may include established management systems, standards, budget parameters and equipment. Problem resolution is a feature of this role and will require conceptualisation, development of ideas, detailed analysis and development of action plans.
<b>Specialist knowledge and skills</b>	Technical skills and knowledge of water and/or wastewater treatment, networks, operations and management.
<b>Interpersonal skills</b>	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.
<b>Leadership level</b>	Lead self: Core skills demonstrating initiative, collaboration and communication.
<b>Qualifications and experience</b>	Thorough working knowledge and experience in Operations Engineering related water and or wastewater treatment, networks, operations and management and qualifications which may be acquired through a tertiary degree in engineering, science of other relevant discipline

## Shared goals

<b>Health safety and wellbeing</b>	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.
<b>Environmental stewardship</b>	Demonstrate a strong commitment to environmental stewardship by adhering to high standards, sustainability principles, and complying with relevant regulations.
<b>Information security</b>	Comply with all IT policies, complete security training and promptly report any suspected or identified issues.
<b>Victorian public sector values</b>	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.

## Special assessment and requirements

- A valid and current Australian workers' rights.
- Hold a current Victorian Drivers License.
- You will be required to complete all core-training requirements in the expected timeframes.
- 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 on occasion.
- 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:

- A professionally recognised engineering qualification, and eligibility to join Institute of Engineers Australia
- Several years of Operations and Engineering experience, ideally in water and/or wastewater treatment, networks, operations and management
- Demonstrated customer service, relationship building and interpersonal skills with the ability to collaborate, and problem solve with others (particularly with contract partners) to achieve desired outcomes
- Sound skills in the planning and implementation of management plans and strategies that drive improvements in performance, risk management, quality and customer experience
- "Can do" approach – delivering customer & community focused solutions, resolving "roadblocks", and achieving outcomes.