

Senior Technical Operations Officer

Classification	Band 4
Team	Bendigo and Castlemaine Water Reclamation Plant
Reporting to	Operations Manager Nat Lopez
Location	Bendigo Water Reclamation Plant, Howard Street Epsom
Effective Date	23 August 2024

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

The vision for the Bendigo & Castlemaine Water Reclamation Plant (WRP) team is to deliver an integrated, sustainable, reliable and future proofed wastewater treatment infrastructure for Bendigo and Castlemaine townships. This program will also help to reduce operations and maintenance costs, reduce operational risk and optimise asset performance and life.

This role is accountable for:

- Building and maintaining an in-depth technical operational knowledge of allocated Coliban Water sites by regular on-site meetings and engagement with operators
- Manage operations of facilities at Bendigo WRP and Castlemaine WRP
- Management and support irrigation and farming activities
- Developing, implementing and overseeing management systems associated with sewage treatment systems (including reuse), identifying business improvements and risk management opportunities.
- Optimise, document and maintain operational decision methodologies. Contribute to the development of underlying risk factors to make consequence, likelihood, and mitigation factor tangible.
- Providing technical expertise in the areas of sewage treatment and reuse operations.
- Participation in assisting with Incident Management rosters and/or incident teams which may require participation afterhours.

Position Dimensions

Capital and expenditure budget	In accordance with the Organisational Budget
Authorities/delegations	Please refer to the Instrument of Delegations Policy
Number of reports	1
Internal working relationships	All service delivery departments, technical planning and project groups
External working relationships	Contractors and suppliers, industry associations BOOT contracts stakeholders – Bendigo Water Services, ETE Coliban, Service Stream
Other	Liaise with EPA/DHHS/DELWP

Key Result Areas

Manage process and operations of Bendigo WRP and Castlemaine WRP

- Ensure that the quality of treated water/wastewater meets the relevant obligations, standards and regulatory requirements. This includes but is not limited to the General Environmental Duties and Regulations, EPA guidelines, and customer service expectations.
- Participate in the development and implementation of compliance monitoring programs to meet obligations, inform decision making and the early identification of process issues with regards to wastewater effluent discharge and/or reuse quality and other investigative monitoring programs as required, via external and internal laboratory analysis.
- Provide technical advice on wastewater treatment and reuse issues to relevant stakeholders.
- Organise and manage maintenance works on this site

Manage reuse operation and farming operations at Bendigo WRP

- Gain in-depth knowledge of irrigation and farming activities on-site

- Organise and manage maintenance works at the farm and irrigation network.
- Install, calibrate, commissioning and maintain assets to a high standard.
- Sample, monitor, analyse and adjust the various lagoon processes to ensure optimal performance during off-peak and peak seasons.
- Organise cropping, farming and land management activities to control weeds, pest and allow on-site water reuse activities.
- Perform cleaning duties to maintain the farm and irrigation network.

Reporting, planning and budgeting.

- Assist management with organisation reporting as required, including, but not limited to preparing the monthly reports for wastewater sites, preparing process performance reports for treatment plants and ensuring monthly performance report variances from targets are addressed and implemented.
- Develop operational, maintenance and renewal budget forecasting.
- Participate in the budgeting process and be accountable for the relevant budget areas within the positions control.
- Contribute to the capital planning and setting strategic goals for the operations.

Performance monitoring, risk management and optimisation

- Utilise the Asset Risk processes to identify high risk assets and mitigation within the sewage treatment plants.
- Monitor the process performance of the assets and provide technical advice on process optimisation.
- Conduct process reviews and investigations to optimise the performance of each plant and respond to process/environmental related incidents.
- Optimise and manage, where appropriate, SCADA control systems for process management and reporting.
- Apply in-depth knowledge and expertise to make recommendations for process changes, for example, to chemical dose rates, for plant optimisation and management.
- Participation in the identification, classification, investigation, resolution and reporting of related operational incidents (including sewer treatment and reuse issues).

Other

- Act as the operational liaison between existing plant operations and works required under the capital uplift projects underway at each plant.
- Facilitate a high level of integration between the upgrade works and existing plant operations.
- Undertake testing and commissioning activities relevant to plant and/or process upgrade projects
- Represent Coliban Water in negotiations and discussions with consultants, contractors and other agencies within the limits of authority of this position and as part of the Big Water build

Performance Level

Action and accountability	This role is required to provide sound advice and recommendations. Advice is provided through drawing on policies, procedures, processes, and professional standards. The position is specialised in its field and supervision provides guidance and support only when needed.
Judgement and problem solving	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.
Specialist knowledge and skills	Technical skills and knowledge of wastewater treatment, reuse, operations and management.
Interpersonal skills	The 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.
Leadership level	Lead others: Leads, guides, and influences a team.

Qualifications and experience	Through working knowledge and experience wastewater treatment, reuse, operations and management. Qualifications such as a tertiary degree in engineering, science of other relevant discipline required, but not required where comprehensive operational experience in the chosen field exists.
--------------------------------------	---

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.
Information security	Comply with all IT policies, complete security training and promptly report any suspected or identified issues.
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.

Special Assessment and Requirements

- A valid and current Australian workers' rights.
- 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.
- Work in a Standby and Call Out rostered group to maintain after hours availability. Work on weekends, public holidays and after normal hours may be required.

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, but not required where comprehensive operational experience exists.
- Sound skills in the planning and implementation of management plan and strategies that drive improvements in performance, risk management, quality, and customer experience.
- "Can do" approach – delivery customer and community focused solutions, resolving "road blocks" and achieving outcomes.
- Purported trade and hands-on knowledge and technical knowledge of wastewater and re-use operations