

## Wastewater Process Manager

<b>Classification</b>	Band 5
<b>Team</b>	Assets & Operations – Wastewater Services
<b>Reporting to</b>	Manager Wastewater Services
<b>Location</b>	Bendigo with regular travel to sites in Coliban region
<b>Effective Date</b>	7 April 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.

<b>Earn the customer</b>	We exist to serve our customers. We 'wow' them 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 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 Asset & 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 Assets and Operations business unit is required to design, build and the operate Coliban Water assets that deliver high quality drinking water, 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 Wastewater Process Manager is responsible for overseeing the efficient and compliant operation of wastewater treatment processes within the Bendigo region. This role works in close collaboration with the Wastewater Operations Manager to ensure seamless integration of process optimisation and daily operations management. The Wastewater Process Manager focuses on optimising treatment processes, ensuring regulatory compliance, and leading a team of skilled professionals to deliver high-quality wastewater services.

## Position dimensions

<b>Capital and expenditure budget</b>	In accordance with the Organisational budget
<b>Authorities/delegations</b>	Please refer to the Instrument of Delegation Policy
<b>Number of reports</b>	3
<b>Internal working relationships</b>	All Coliban Staff, including Manager Wastewater Services, Operations staff, Asset Management, Compliance teams & Safety team.
<b>External working relationships</b>	Regulatory bodies, contractors, suppliers, community stakeholders
<b>Other</b>	

## Key result areas

### Process Management and Optimization:

- Oversee the performance and control of wastewater treatment processes to meet water quality standards.
- Identify and implement process improvements to enhance efficiency, reduce costs, and improve environmental outcomes.
- Enable and encourage the Wastewater Process team to discover ways to optimise treatment processes
- Utilize data analytics and performance monitoring tools to optimize treatment processes.
- Introduce innovative technologies and practices to improve wastewater treatment.
- Conduct research and trials to test new methodologies and processes. i.e. how to manage PFAS or other emerging contaminants.
- Manage budgets and resources to ensure efficient service delivery within financial constraints

### Compliance and Reporting:

- Ensure all wastewater processes comply with local, state, and federal regulations.
- Prepare and submit regulatory reports in a timely manner, including environmental compliance reports.
- Conduct audits and inspections to ensure adherence to compliance requirements.

- Collaborate with regulatory bodies and stakeholders to address compliance issues and implement improvements.

#### **Collaboration with Operations Management:**

- Work closely with the Wastewater Operations Manager to ensure coordinated management of wastewater facilities.
- Support the Wastewater Operations Manager in managing asset maintenance schedules and operational troubleshooting.
- Provide support in the management of the Bendigo Groundwater interim solution project
- Share insights on process performance to aid in operational decision-making.
- Ensure alignment between process optimization goals and day-to-day operational activities.

#### **Leadership and Team Management:**

- Lead and mentor a team of Process Operation Engineers and a Process Scientist
- Foster a culture of safety, continuous improvement, and collaboration within the team.
- Develop training programs to enhance the skills and knowledge of staff.
- Manage workforce planning, recruitment, performance reviews, and professional development.

#### **Stakeholder Engagement:**

- Build and maintain strong relationships with internal and external stakeholders, including regulatory bodies, local councils, and the community.
- Represent the organization in industry forums and community engagements.
- Communicate effectively with stakeholders to address concerns and promote the organization's wastewater management initiatives.

## **Performance level**

<b>Action and accountability</b>	This role is required to apply specialist professional knowledge and advice and implement solutions on matters relating to Wastewater Processes. It will lead a culture of operational excellence in the delivery outcomes that exceed our compliance requirements. Accountable to develop policy, procedure and process, this role is specialised in its field and through supervision provides guidance and support to the team.
<b>Judgement and problem solving</b>	This role makes decisions within complex and/ or dynamic environments. Problems and issues may not be easily understood and frequently arise. There is the requirement to analyse alternatives before making decisions. Advice or guidance may be limited or may not exist.
<b>Specialist knowledge and skills</b>	<ul style="list-style-type: none"> <li>- Strong understanding of wastewater treatment processes, technologies, and regulations.</li> <li>- Proficient in the use of process control systems and data analytics tool</li> <li>- Knowledge of environmental compliance and reporting requirements.</li> </ul>
<b>Interpersonal skills</b>	This role is actively involved in influencing and convincing others in the pursuit or achievement of objectives. It will operate with tact and diplomacy in relation to sensitive issues
<b>Leadership level</b>	<ul style="list-style-type: none"> <li>• Lead self: Core skills demonstrating initiative, collaboration and communication.</li> <li>• Lead others: Leads, guides, and influences a team.</li> </ul>
<b>Qualifications and experience</b>	Extensive knowledge and experience in Wastewater Treatment Processes together with qualifications acquired through a tertiary degree in engineering, science or 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>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.
- 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.
- To manage the risk of exposure to preventable disease, it is strongly encouraged that the incumbent have the following vaccinations (which may vary in the future) Hepatitis A, Hepatitis B, Tetanus

## Success profile

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

- Extensive experience in wastewater treatment operations and process management.
- Proven track record of managing compliance with environmental regulations.
- Experience leading and managing teams in a wastewater or similar operational environment.
- Familiarity with SCADA systems and process control technologies.
- Analytical mindset with the ability to identify and implement process improvements.

## Position acceptance

I have read and understand the contents and obligations of this position description. I also understand I have obligations to comply with all Coliban Water policies and procedures.

Type or print name	Insert signature	Click or tap to enter a date.
<b>Employee name</b>	<b>Employee signature</b>	<b>Date</b>