

Position Description

CORPORATE INFORMATION

Position Title	Manager Operations and Maintenance – Water Business Unit		
Directorate	Office of the CEO	Branch/Section/Unit	Water Business Unit
Position Number	1395.1	Level	8
Award	Local Government Officers Award - 1998		
Line Manager	Executive Manager – Water Business Unit		
Direct Reports	Supervisor – Treatment and Compliance		
Indirect Reports	Senior Treatment Plant Operators Treatment Plant Operators Assistant Treatment Plant Operators Trainee Treatment Plant Operators Various internal Project Managers and external contractors as required		

SCOPE OF POSITION

Position Summary

The Manager Operations and Maintenance – Water Business Unit, plays a pivotal role in delivering the Water Business Units objective to deliver safe, reliable drinking water and remove and treat sewage for our domestic and commercial customers.

The Manager Operations and Maintenance – Water Business Unit is responsible to the Executive Manager – Water Business Unit for the efficient and effective management of the Operations and Maintenance branch, in particular:

- Operating and maintaining drinking water supply and sewerage schemes to ensure regulatory compliance and customer service standards are met.
- Network and treatment monitoring and reporting, including management of drinking water quality to a food grade standard.
- Customer complaints management.
- Safety, quality and environment system implementation
- Maintenance framework implementation to optimise asset life-cycle costs
- Asset condition assessments

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- Contract management and /or service level agreement monitoring and management
- Development of annual operational budgets

The Branch is responsible for effective and efficient operations and maintenance of the drinking water supply and sewerage schemes to ensure we meet our commitment to our customers and meet our compliance objectives.

Expected Deliverables/Key Performance Indicator

Leadership

- Proven ability to effectively lead a team of people, promote the Water Business Unit and operations and maintenance function while fostering a positive, dynamic organisational culture which is committed to Council's vision and values.
- Manage the performance of staff members and contractors to ensure a strong customer service focus is maintained with prompt response to customer requests or complaints.

Strategy

- Development of strategies to achieve the Water Business Unit vision, goals and key priorities, in particular development of standard operating and monitoring procedures across the various schemes, whilst building a capable and cross-functional team which focusses on delivery of committed customer service levels and outcomes.
- Build effective relationships and partnerships across key stakeholder groups including regional and industry bodies to ensure whole of asset life cycle costs can reduce the cost to serve our customers.

Innovation

- Foster a climate for continuous improvement for policies and processes and identify new fit-for-purpose emerging technologies or practices that can reduce the whole of asset life cycle cost.

Performance

- Deliver a competitive and reliable level of service to our customers, regulators and the community.
- Develop and implement robust standard operating procedures, multi-skilling and contingency plans to build resilience within the team to ensure continuity of service.
- Achievement of annually agreed capital and business project KPIs.
- Deliver on all corporate requirements for information management, workplace health and safety, financial and resource management, corporate and operational planning, quality and environmental management, governance and ethical conduct.

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Mandatory Licence/Competency (Ticket) Requirements

- Queensland 'C' Class driver's licence or above that is current and maintained.

Essential Knowledge/Skills/Qualifications Criteria

- Bachelor Degree qualifications in Engineering, Science, Environment management or a related discipline
- Demonstrated experience at Local Government management level or management experience in a similar role with proven ability to lead, motivate and manage staff and a sound knowledge of contemporary human resource practices.
- Proven ability to work independently, exercise initiative and meet deadlines.
- Extensive knowledge and demonstrated experience of operation and maintenance practices in the water industry and leading large teams to meet service level outcomes and optimise operating costs.
- Sound knowledge of customer call centre requirements and scripting, schedule and dispatch of work orders and job planning, operational monitoring, control and management and performance reporting.
- Demonstrated experience in effectively developing and maintaining strategic relationships and effectively communicating with internal and external stakeholders, including all levels of local and state government, industry regulators, community, customers, elected representatives and contractors.
- Experience in successful interacting with customers, unions and industry regulators over time.
- Knowledge of the reporting requirements for a regulated water business.

Desirable Knowledge/Skills/Qualifications Criteria

- Post graduate qualifications in Business Management, Asset Management, Maintenance Management, Operations Management or similar.
- Experience in asset maintenance systems including field tablet use for asset maintenance management and compliance reporting for SWIM, Authority / Technology One, Assetic / Maximo / SAP, GIS, SCADA/Telemetry.
- Knowledge of the role of Local Government and the Australian water industry.

Physical Requirements of the Position

Note: Applicants with disabilities will be considered on a case by case basis.

- An ability to perform tasks for extended periods whilst in a sitting position and occasionally pushing, pulling or handling objects exerting a force up to 5kg.
- An ability to walk up and down stairs whilst occasionally carrying weights up to 15kg.
- An ability to clearly hear directions and instructions being provided at normal speech levels.

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Special Requirements

- May be required to respond to after-hours emergency works or incident management.
- Regular local and state travel.
- Occasional interstate travel.

ORGANISATIONAL INFORMATION

Safety and Environment

Behaviours

Lead the Business Unit to ensure all staff have an understanding of work health and safety (WHS) and environmental legislation, including council environmental and WHS policies and procedures.

Communicate, require and role model positive behaviours consistent with creating an environment of customer service, employee engagement, leadership at all levels, innovation and trust.

Foster and maintain a positive personal attitude towards WHS and protection of the environment by all staff.

Responsibility

That Safe Work and Environmental Protection Practices are developed and implemented in all parts of the Business Unit to achieve agreed targets.

Apply council policies and procedures in every day work activities to assist council in ensuring a safe work environment and protecting the environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

To meet the standards imposed by any relevant environmental legislation as required by Queensland's *Environmental Protection Act 1994*.

Related documents

- WHS Policy statement – WHSPOL004.
- Environment Strategy – PRPD070
- Work Health and Safety Responsibility and Accountability Statement - WHSPOL008.
- The WHS KPIs for the Business Unit are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position – WHSPOL010

Code of Conduct

As per the Staff Code of Conduct – OCPOL002, employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

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Records Management

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with council's Recordkeeping Policy – CGPOL002.

Council's Vision

To be the *natural* choice to live, work and play.

Council's Values

Accountable– We take responsibility for our actions. We will be accessible and fair.

Consistent–Our actions will reflect council's guidelines and practices at all times.

Appreciative– We value the opportunities we have and that we look for the best in our people, our organisation and our community.

Communicative– We will keep people informed, consult with the community and will actively listen to and respond to their input.

Respectful– We treat people with dignity and courtesy. We recognise and support the contribution of individuals and respect each other, our customers and the diverse community we serve.

POSITION APPROVAL AND ACCEPTANCE

Approved By

Name		Position	
Signature		Date	

Accepted By

Name			
Signature		Date	

The scope and requirements of this position as well as the organisational structure is subject to change by council as required by business needs.