

Position Description

POSITION TITLE: Treatment and Maintenance Operator - Swan Hill	REPORTS TO: Leading Hand Operations - Swan Hill
Pay Band: 1-2 (depending on qualifications, skills and experience)	
ORGANISATIONAL CONTEXT	
<p>Lower Murray Water (LMW) operates along the Murray River, from Kerang to the South Australian border, in the municipalities of Gannawarra, Swan Hill and Mildura. We provide this extensive region with urban water and sewerage treatment, supply and disposal; river quality water for stock and irrigation; and collection and disposal of subsurface irrigation drainage. Our goal is to contribute to the economic, social and cultural development of our region and its many communities with environmentally responsible and sustainable water management.</p>	
PRIMARY OBJECTIVES	
<p>As a Treatment and Maintenance Operator, you will form part of a team responsible for the safe, reliable and efficient operation and maintenance of its treatment plants and supply systems.</p> <p>Within the team you'll contribute to our safety-first and customer focused culture, ensuring our assets are operated and maintained to deliver water and wastewater services that meet regulatory requirements and provide customer satisfaction.</p>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Leadership	<ul style="list-style-type: none"> Promotion of a culture that encourages risk discussions by integrating Risk Management into normal business practices Participation in the implementation of team strategies Guidance and advice is provided to other Operational staff on sound operational practices 	<ul style="list-style-type: none"> Operations Team strategies are followed and adhered to The Operations team's goals and objectives are represented as directed Operational guidance supplied meets competency standards and recognised requirements Participation in annual succession plans and individual performance and development plans in accordance with LMW's talent management framework.
Customer	<p>Internal:</p> <ul style="list-style-type: none"> Swan Hill Operations Team Operations and Service Delivery team Customer service team and broader LMW staff Consultants and Contractors engaged with LMW <p>External:</p> <ul style="list-style-type: none"> Regulatory Bodies (EPA, DHHS, WorkSafe, Other Utilities) LMW customers, cultural communities and members of the public 	<ul style="list-style-type: none"> Delivery of safe, compliant and aesthetically pleasing drinking water Development of positive relationships across the business, with external stakeholders and our customers Support other staff and undertake training and professional development linked to organisational needs and aligned to performance and development plans and business planning processes Provide fair, honest and constructive feedback to all key stakeholders to foster a constructive culture. Demonstrated strong professional relations with all key stakeholders

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Safety	<ul style="list-style-type: none"> • Ensure all works conducted are carried out in a safe and compliant manner • Demonstrate a safety-first culture by contributing to how work can be completed as safe as practically • Ensure that LMW provides a safe workplace that is free of harm from all forms of bullying, harassment and discrimination • Maintain tools, equipment and plant, in a safe, clean and serviceable condition in accordance with recommended practices. 	<ul style="list-style-type: none"> • Work is conducted in accordance with LMW Safety Management Systems at all times in a safe and compliant manner • Participation in annual GSI survey • Completing risk assessments and safe work method statements for tasks and assist in the development of safe work instructions for designated tasks • Provide a safe place to work including mentally and physically free from harassment • Reporting of hazards, risks and incident in the specified time frames
Efficiency	<ul style="list-style-type: none"> • Operation, Maintenance and Repair of the water and wastewater treatment and reticulation networks including pump stations to meet customer expectations and regulatory requirements • Ensure the undertaking of water sampling, testing, blue green algae monitoring and environmental management programs within the operation of all treatment plants is carried out. • Perform Water and Wastewater treatment plant checks and maintenance activities, including monitoring of SCADA alarms and trends • Be available and participate in the on-call roster and perform weekend and/or shift work when required to meet organisational requirements. • Assist in the quarterly meter change over program. • Respond to relative verbal queries and complaints from general public, within extent of knowledge and expertise. • Ensure all flow totals, water test results and other relevant data are recorded in the appropriate location. 	<ul style="list-style-type: none"> • Positive trends are being shown in preventative maintenance reports • Gaps between current and ideal service levels are identified and strategies developed for improvement wherever required • Data reporting is being completed as per organisational requirements at a satisfactory level in a timely and accurate manner • Efficiencies and innovations that improve LMWs cost effectiveness are implemented as per organisational requirements • Share and consult with other LMW treatment plant operators to achieve successful operations

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
	<ul style="list-style-type: none"> • Maintain the Swan Hill and Piangil treatment plants general appearance through good housekeeping and general upkeep. • Carry out and record routine scheduled calibration of on-line and laboratory water quality analysers. 	
Capital	<ul style="list-style-type: none"> • Participation of ongoing maintenance schedule of LMWs 10-year capital works program. • Assist in asset renewal plan development • Input and guidance into capital design and delivery 	<ul style="list-style-type: none"> • Procurement is undertaken in accordance with the Victorian Public Services Commission (VPSC) guidelines and LMWs policies and procedures • Ensure plant and equipment checklists are completed and problems reported to the leadership team

LEVEL OF AUTHORITY
As specified in the current Instrument of Delegation.
NUMBER OF REPORTS
Nil

SKILLS AND BACKGROUND REQUIREMENTS

Formal requirements:

Required:

- Computer skills
- Willingness to complete Certificate III in Water Treatment in the national water training package
- Participate in on-call roster

Desirable:

- Certificate III in Water Treatment in the national water training package
- Operational and/or maintenance experience on water and wastewater assets or demonstrable equivalents
- Light rigid truck licence

Leadership:

- Works well in a team environment

Customer:

- Demonstrated experience in developing strong professional relationships to ensure organisational objectives are met.

Safety:

- Willingness to use LMW safety systems that provides safety, support, guidance and continuous improvement for LMW staff and stakeholders.

Efficiency:

- Experience achieving agreed performance targets and providing efficient operational and maintenance systems

Capital:

- Experience providing input into Capital or Infrastructure strategic plans of a medium to large organisation

Compliance Requirements:

- Driver's license
- Compliance with a criminal background checks where required
- Medical/Fitness test
- Proof of Vaccination in accordance with Chief Health Officer Directions and LMW's Vaccination Policy

SIGNATURES: We certify that the content of this position description is accurate:

Position holder:

Date:

Signature:

General Manager:

Date:

Signature:

Managing Director:

Date:

Signature: