

Position Description

POSITION TITLE: Trade Waste Compliance Officer	REPORTS TO: Team Leader Water Quality
Classification: Band 2	
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>The Trade Waste Compliance Officer ensures compliance with trade waste regulations and contributes to the effective management of trade waste at LMW. The role involves monitoring, assessing, and engaging with businesses that discharge trade waste to ensure adherence to the Environmental Protection Act, Water Act, and relevant LMW's policy and procedures.</p> <p>Develop positive relationships with a variety of people and teams, across a broad range of operational activities varying in complexity both onsite and in the office.</p> <p>Drive a culture of continuous improvement within Lower Murray Waters' teams in achieving our regulatory requirements.</p> <p>The Trade Waste Compliance Officer is responsible for:</p> <ul style="list-style-type: none"> • Provide technical support on management of trade waste including assessment, approval, monitoring and enforcement. • Manage portfolio of Non-Residential Trade Waste customer accounts by providing customers with assistance in improving quality of discharge. • Identify potential new trade waste businesses, advocate LMW's trade waste policy and procedures, implement and enforce trade waste agreements. • Schedule Trade Waste inspections by performing compliance and sample inspections. • Conduct backflow prevention compliance inspections. • Liaise with trade waste customer and provide a timely response to their enquiries including complex queries, investigate and report trade waste related incidents and complaints. • Create and maintain data records for trade waste and backflow prevention devices. • Prepare and manage trade waste accounts and related correspondence. • Undertake trade waste sampling and inspection to ensure compliance with LMW's trade waste policy and procedures. • Assist in water quality and wastewater sampling as required. 	

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 and 'General Environmental Duties' into normal business practices. Be an advocate and support culture change initiatives that promote one LMW, safety and a positive team culture. Work closely with Team Leader Water Quality to ensure best outcomes. Monitor to ensure compliance with Trade Waste By-Laws and Agreements. Assist Water Service Delivery and Operations Team as required. 	<ul style="list-style-type: none"> Effective support and guidance are provided to all teams across the business regarding trade waste. Work closely with the broader Water Quality & Environment teams and operational staff across LMW in the carrying out trade waste sampling. Participate in staff engagement sessions which contribute to gaining staff contribution into the direction and achievement of strategic goals. Carry out identification and counting of blue green algae.
Customer	<p>Internal:</p> <ul style="list-style-type: none"> Team Leader Water Quality Water Quality & Trade Waste Officer Manager Water Quality and Environment General Manager Service Delivery and Operations Property Services Officer Manager Metering Service Delivery & Operations Teams Infrastructure and Planning Teams People and Safety Teams <p>External:</p> <ul style="list-style-type: none"> Testing laboratory Customers and the General Public Councils and other service providers Statutory Authorities 	<ul style="list-style-type: none"> Support Team Leader Water Quality to ensure all organisational needs are 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 and manage for performance. Respond to customer complaints in a timely manner. Show initiative and be open to opportunities for change while working towards LMW's goals and strategies. An ability to communicate procedures regarding trade waste management. Understand customer's processes to ensure compliance to the trade waste standards. Inspection of pre-treatment equipment to ensure compliance and determine enforcement measures and processes to manage non compliances.

Safety	<ul style="list-style-type: none"> • Demonstrate a safety-first culture. • Identify, assess, and manage emerging and current strategic and operational risks across the Service Delivery & Operations teams. • Ensure that LMW provides a safe workplace that is free of harm from all forms of bullying, harassment, and discrimination. 	<ul style="list-style-type: none"> • Work is conducted in accordance with LMW Safety Management System at all times in a safe and compliant manner. Adherence to LMW OHS Manual. • Assist with the development and ongoing management of operational risk and contributions to the development of the risk register. • LMW provides a psychologically safe place to work as demonstrated by an absence of mental health related workers compensation claims.
Environment	<ul style="list-style-type: none"> • Contribute to LMW providing an environmentally friendly workplace. • Demonstrate and comply with the General Environmental Duty (GED) in accordance with Part 3.2 of the EPA Act 2017 by integrating risk management into normal business practice. • Compliance with EPA Act 2017, LMW policies and procedures as required to support best practice. • Adherence to LMW's Environmental Management System. 	<ul style="list-style-type: none"> • Minimising the risk of harm to human health or the environment from pollution or waste by minimising those risk, as far as reasonably practicable / resources and delegation. • Use and maintenance of plant, equipment, processes, and systems in a manner that minimises risks from pollution and waste. • Use and maintenance of risk management systems. • The handling, storage, and transportation of substances in a manner that minimises risk. • Completion of training and transfer of knowledge relevant to upholding the General Environmental Duty.
Efficiency	<ul style="list-style-type: none"> • Undertake trade waste sampling, testing, analysis and maintain records of results. • Provide technical support and oversight to trade waste initiatives across the business. • Maintain database of Trade Waste Customers and assist with inspections and sampling. • Support Water Quality Team in managing the trade waste agreements. • Conduct backflow prevention compliance inspections. • Keep abreast of new developments in trade waste practices. • Respond to customer complaints. • Backflow prevention devices. • Assist in Blue Green Algae (BGA) monitoring including samples collection and testing. 	<ul style="list-style-type: none"> • Provide timely response to customer enquires including complex queries, investigate and report trade waste related incidents and complaints. • Coordinate site inspections, investigations, regular sampling and maintain inspection records as required. • Ensure that all organisations registered as producers of trade waste submit trade waste applications and that these applications are valid. • Assess trade waste applications against concentration, mass and flow limits, discharges of prohibited substances and consider environmental issues. • Ensure pricing assessments reflect current discharge quality and quantity by processing quality and volume assessments at appropriate intervals.

		<ul style="list-style-type: none"> • Develop and assist in the effective implementation and coordination of LMW's Trade Waste Policy and related procedures. • Setup a register of all backflow prevention devices and ensure all devices have current inspection approvals. • Monitor and organise annual inspections of backflow prevention devices by qualified plumbers.
Capital	<ul style="list-style-type: none"> • Support Service Delivery & Operations procurement requirements with LMW's policies and procedures. • Support providing strategic direction for operational tasks to meet regulatory requirements and embrace stakeholder relationships. 	<ul style="list-style-type: none"> • Procurement is undertaken in accordance with the Victorian Public Services Commission (VPSC) guidelines and LMW's policies and procedures. • Develop and implement strategies and plans to ensure continuous operations while ensuring compliance with trade waste regulations.

LEVEL OF AUTHORITY
Delegation Category G as per the current Instrument of Delegation.
NUMBER OF REPORTS
<p>Direct Reports:</p> <ul style="list-style-type: none"> • Nil <p>Indirect Reports:</p> <ul style="list-style-type: none"> • Nil
SKILLS AND BACKGROUND REQUIREMENTS
<p>Formal qualifications:</p> <ul style="list-style-type: none"> • Trade certificate in Plumbing & Drainage field or demonstrated equivalent qualification. <p>Leadership:</p> <ul style="list-style-type: none"> • Experience and practical knowledge in trade waste sampling, testing and analysis. • Knowledge of trade waste generation and pre-treatment processes. • Experience in backflow prevention is advantageous. • Proficient in using Microsoft products such as Word, Excel, PowerPoint, and Outlook. <p>Customer:</p> <ul style="list-style-type: none"> • Demonstrated experience in developing strong professional relationships to ensure organisational objectives are met. <p>Safety:</p> <ul style="list-style-type: none"> • Demonstrated alignment with LMW's safety systems including LMW OHS Manual. <p>Efficiency:</p> <ul style="list-style-type: none"> • Experience achieving agreed performance targets and assisting in the development strategies within the team. • Proven ability in working with an operational team in providing support of plan execution. <p>Capital:</p> <ul style="list-style-type: none"> • Understanding of capital work systems is desirable but not essential.

Compliance Requirements:

- Driver's license.
- Compliance with criminal background checks.
- Confirmation of fitness for work.
- Willing to undergo vaccination in accordance with LMW's Infectious Diseases & Vaccination Procedure.

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

Position holder:

Date:

Signature:

General Manager:

Date:

Signature:

Managing Director:

Date:

Signature: