

Position Description



Operations Systems Support Officer

System Operations

Reporting to Water Systems Operations Support Manager

Position Purpose

Assist in the development of systems, mechanisms and reports to satisfy Water NSW regulatory compliance responsibilities, support the operational systems for the supply of bulk water delivery and support the water operations teams in consulting with key stakeholders and put safety first.

Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the Water NSW Values at all times.
3. Assist with administration and coordination to the River Operations Stakeholder Consultation Committees (ROSCCo) and other customer engagement meetings actively seeking opportunities to improve customer experience.
4. Assist with the preparation and publication of regular water quality and quantity reports for Water NSW in response to operating licences, works approvals, supply agreements and other regulatory requirements.
5. Assist with the collection of stakeholder functional requirements for operational systems, such as the Early Warning Network, for inclusion in new system decisions, implementation and system upgrades. Provide training where required.
6. Administer operational systems, ensure reliability and provide support to Water NSW staff in the use of these systems.
7. Collate, operational and corporate data from various water operational systems to produce reports for Water NSW customer requirements including, IPART, DPIE Water, Bureau of Meteorology, Bureau of Statistics and independent auditors or as required.
8. Assist with the preparation and publishing of operational stakeholder information including water quality and quantity data and reports for the Water NSW website.

9. Co-ordinate notifications of incidents to relevant regulators/stakeholders and manage the relationship to protect the interest of Water NSW.
10. Assist and co-ordinate Strategic Operational Group meetings by setting agendas, documenting, taking minutes etc.
11. Contribute with the review and development of operational procedures, protocols and incident response plans for Water System Operations.
12. Assist in incident management
13. Co-ordinate the access of Water NSW webtool database and provide training in the use where appropriate.

Key Challenges

- Understanding the regulatory framework and how it applies to water operations deliverables;
- Operating within strict and competing deadlines;
- Confidence in communicating to various internal and external stakeholders.
- Dealing with diverse range of stakeholders, internal and external, with varying expectations.
- Providing a diverse range of services using multiple systems in response to the level of demand within project team(s).
- Constant travelling to various locations required

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Water Systems Operations Team	Work collaboratively and provide support to achieve common goals
Customer & Community	Work collaboratively to ensure that we are providing consistent messaging of operational information
Legal Governance	Work collaboratively to ensure compliance

Significant External Relationships

Stakeholder	Purpose of Relationship
Regulators	Respond to information request

Key Customers	Respond to information request
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Delegations, Financial Accountabilities & Freedom to Act

As defined in the Water NSW Financial Delegations as varied from time to time.

WaterNSW Leadership & Performance Competencies

People	Level	
Communicating with Influence	A	<ul style="list-style-type: none"> • Uses information, facts and figures to explain an idea or concept • Initiates conversations and asks appropriate questions where necessary • Presents information in a clear and structured manner, both verbally and in writing, to ensure a positive response from the audience

Customer	Level	
Collaboration & Engagement with Customers and Stakeholders	B	<ul style="list-style-type: none"> • Builds and maintains relationships with individuals from other work groups to accomplish shared goals • Adapts approach to meet the needs of a broad range of customers and stakeholders

Business	Level	
Planning and Delivering Results	A	<ul style="list-style-type: none"> • Completes work in a timely manner to expected standards • Identifies issues or roadblocks, looks to solve first and if needed advises upwards • Plans and organises work by drawing on necessary tools and resources • Monitors the progress of plans and deliverables • Identifies more critical and less critical activities; adjusts priorities when appropriate

		<ul style="list-style-type: none"> • Displays drive and a clear focus on achieving results
Continuous Improvement	A	<ul style="list-style-type: none"> • Identifies everyday process improvements and ideas within each team and takes ownership to lead and implement • Adopts new ideas and approaches with positive attitude • Identifies wastes and implements practices to minimise these. • Has basic knowledge of continuous improvements tools and techniques

Mandatory Candidate Requirements

Qualifications:

- Experience in similar role
- Current NSW Drivers Licence

Knowledge:

- Knowledge and experience in the use of information management systems.

Experience:

- Intermediate Microsoft Office suite skills
- Ability to visually present operational information such as charts and diagrams adopting the latest technology.
- Strong written communication skills, including the ability to convey operational information in concise, plain English.

Favourable Candidate Requirements

- Knowledge of NSW Water legislation, Water Sharing Plans, Works Approvals
- Demonstrated experience of the production and interpretation of operational data
- Extensive experience in writing operational reports.
- Ability to develop systems for measuring compliance in a highly regulated environment, reporting on compliance matters and dealing with audit matters.

Pre-Employment Checks Required

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical – Office based
- Police Check