



BYRON SHIRE COUNCIL POSITION DESCRIPTION

POSITION: **Operations Engineer (Utilities)**

REPORTS TO: Manager Utilities

DIRECTORATE: Infrastructure Services

BRANCH: Utilities

CLASSIFICATION: Grade 12

STAFF: Direct - 5
Indirect - 28

CONTACTS: **Internal**
General Manager and staff at all levels

External
Customers
Consultants
Contractors
Government Departments
Community Organisations
Courts

POSITION OBJECTIVE:

To lead and manage the operational and supervisory staff and guide the operation of Council's water and wastewater infrastructure including water and wastewater treatment plants, storages and reticulation systems.

Position of Trust

This position has been identified as a Position of Trust based on the duties and responsibilities of the role. It is a condition of employment that employees occupying a Position of Trust undertake a National Criminal History Check as part of the selection process.

ORGANISATION VALUES

You will demonstrate the Byron Shire Council's Organisational Values as an integral component of your position within the organisation. It is expected that every action you take, as a representative of Byron Shire Council will be underpinned by a commitment and belief in our Organisational Values, which are:



WE LEAD WITH ENTHUSIASM AND PURPOSE



WE ARE OPEN, HONEST AND RESPECTFUL



WE FOSTER WELLBEING AND CREATIVITY



WE ACHIEVE OUR GOALS AND SUCCEED TOGETHER

KEY RESPONSIBILITIES:**Organisational Relationships**

- Manage operational, supervisory and technical water and wastewater staff, particularly team leaders to coordinate operations objectives, resources, budgets and outcomes.
- Contribute to corporate goals and harmony by accepting responsibility for own work, participating in a positive manner and contributing to workplace change.
- Contribute to a culture of continuous improvement and effective and enjoyable work practices and relationships.
- Provide professional and timely advice to management, staff and the public with respect to water and wastewater matters.
- Interpret and apply technical concepts and practices to resolve formal complaints, problems and explain policy.
- Promote a positive image for Council through efficient and effective responses to public enquiries at the counter, over the phone and on site concerning general enquiries.

Operations Management

- Coordinate, monitor and provide technical and organisational leadership in water and wastewater operations to achieve Council's operational and maintenance requirements.
- Review and improve the operations and maintenance activities through a process of monitoring, benchmarking, and developing and implementing improvements.
- Promptly respond to and manage identified problems and/or non-conformance issues.
- Set and manage operational expectations with team members, contractors and stakeholders, and delegate tasks and responsibilities to appropriate personnel.
- Coach, mentor, motivate and supervise team members and contractors to ensure positive actions, focus and accountability.
- Identify and resolve issues of operational conflict with the operations team and stakeholders.
- Provide leadership for the day-to-day operation of Council's water and wastewater operations.
- Provide technical advice and directions for construction of capital projects to Utilities section to ensure high quality projects are delivered.
- Assist Utilities staff to implement Council's asset management plans, services plans, practices and policies including the supply of data relating to water and wastewater assets.
- Provide technical advice to other Directorates of Council.
- Establish productive working relationships with government departments and authorities and individuals external to the organisation whose activities have significance for Council's operations in Utilities.
- Provide a high level of customer service in the areas of water and wastewater operations and ensure systems are in place to address public complaints in a timely and effective manner.
- Ensure all relevant legislation is complied with, public risk is minimised and due diligence is exercised using a risk management approach to deliver planned maintenance programs.
- Remain up to date with legislative changes having an impact on the key responsibilities of the position.
- Assist with after hours operations and emergency call outs as required.
- Participate in the management of the after hours call out system and act as the Utilities Oncall Coordinator from time to time as part of the roster system.

- Assist with emergency response and restoration of assets from disaster events.
- Other duties as directed within the Utilities Team

Financial Management

- Ensure compliance with delegations of the position is maintained
- Prepare and monitor budgets and provide updates and recommendations for amendments.
- Ensure works are undertaken and finances are managed within specified budgets.
- Ensure works are undertaken in compliance with designated resource allocation.
- Financial progress reports are provided to management in a clear and concise manner according to Council requirements.

Human Resource Management

- Comply with Council's Code of Conduct, Equal Employment Opportunity, Work Health Safety, corporate and human resources policies and procedures.
- Apply human resources policies and procedures.
- Monitor and review performance of staff in accordance with Council's staff performance management systems and processes and develop programs for staff to improve performance effectiveness and job satisfaction.
- Promote and lead the team to create a high morale, team oriented, customer-focussed environment.
- Ensure effective and equitable leadership and supervision of staff.
- Identify and resolve issues of conflict within the team
- Lead and motivate staff towards developing a cohesive and competitive team.
- Provide professional leadership and direction for staff in accordance with corporate policies.

Work Health & Safety Management

- Work in a safe manner having regard for the environment, self and others and contribute to the development and implementation of Council's and the Directorate's Work Health Safety and environmental management policies, protocols, procedures and practices
- Assist in the development of practical WHS documentation and procedures.
- Be responsible and accountable for the safety of workers and company property under your supervision.
- Be responsible for ensuring all Work Health Safety legislative requirements and Council and Directorate Work Health Safety policies, procedures, guidelines, tools and requirements are followed at all times.
- Report all risks, hazards, incidents and injuries immediately to Manager.
- Ensure compliance with and provide feedback on developed Work Health and Safety systems for all activities related to roads, drainage, general construction and maintenance.

Other Duties

- Other such duties as required that are within the limits of the employee's skill, competence and training.

QUALIFICATIONS:

- Tertiary qualifications in an engineering or related discipline, together with proven extensive professional experience working in the water and wastewater field.

- Class C driver's licence.
- WorkCover Construction Induction Certificate.

CIVIL LIABILITIES:

The position attracts coverage of the Civil Liability Allowance as an operational engineering professional within the Award at Band 3 Professional/Specialist or above and involves:

- Recommending and/or determining intervention levels based on the exercise of engineering principles; and/or
- Supervision, management and/or oversight of the asset inspection regime; and/or
- Devising/creating and/or implementing asset management operational plans; and/or
- Planning, designing and/or creating assets using asset management principles, based on engineering principles.

Payment of the allowance requires that the incumbent holds professional / tertiary engineering qualifications and is also subject to:

- The incumbent not in receipt of a market premium in excess of 3.5% of the positions salary grade within Council's salary system or;
- The position is not double graded or graded above the determined grade in excess of 3.5% within Council's salary system to attract suitable applicants, considered a market component.

In the event of any of the above occurring Council shall absorb payment of the allowance due to a market premium.

EXPERIENCE:

- Experience in local water utilities water and wastewater operations.
- Experience in local government processes for water and wastewater
- Experience in project management, planning, budgeting, cost management and forecasting.
- Experience in managing people and achieving successful outcomes.

KNOWLEDGE:

- Knowledge of water and wastewater treatment processes
- Knowledge of project, contract and consultancy management principles and practices.
- Knowledge of Local Government Act, Regulations and procedures.
- Knowledge of WHS legislation.
- Knowledge of Environmental legislation.

COMPETENCIES:

Demonstrated ability to:

- Effectively supervise professional, technical, supervisory and operational staff.
- Provision of technical advice for water and wastewater operations.
- Preparing estimates for a wide range of programmes, projects and maintenance activities.
- Producing high quality written documentation.
- Negotiating and resolving conflict.
- Creating a cohesive and competitive team.
- Producing quality work within agreed timeframes in an environment of community consultation and collective decision-making.
- Undertaking detailed analysis of multi faceted problems and making recommendations on

management options and technical solutions.

- Applying competent budget, financial and time management skills.
- Analyse complex information and make sound recommendations.
- Provide excellent customer service and deliver quality service outcomes.
- Coordinate, manage and prioritise own workload in a busy complex environment.
- Apply high level interpersonal skills including the ability to communicate both in writing and verbally.
- Work independently and contribute positively to a team environment.
- Be flexible in your approach to work and adapt well to workplace change.
- Work to timelines within budget.
- Effectively use information technology.
- Risk management of assets to minimise impacts of the community.

SELECTION CRITERIA

Essential Criteria

- Tertiary qualifications in Civil or Environmental Engineering or equivalent
- Demonstrated experience working in the water and wastewater industry.
- Demonstrated experience in government processes applicable to water and wastewater operation and management.
- Demonstrated experience in managing a team of professional, technical, supervisory and operational staff with the ability to create a cohesive team focused on delivering quality results.
- Demonstrated experience in maintenance and asset management systems and processes.
- Sound knowledge of Work Health and Safety requirements, environmental legislation and the Local Government Act, Regulations & procedures
- Demonstrated experience in the areas of budget management, human resource management, and program management.
- Demonstrated practical and conciliatory approach to problem solving, ability to break down and analyse complex issues, and a results orientated can-do attitude.
- Excellent interpersonal skills and ability to provide excellent customer service and deliver quality service outcomes as part of a multi-disciplinary team.
- Demonstrated computer literacy, with experience in the MS Office suite of software (Word, Excel, Outlook), Supervisory control and data acquisition (SCADA) and Graphical Information Systems (GIS)
- Current Drivers Licence.
- WorkCover general induction for construction work.

Preferred Criteria

- Qualifications, expertise and application showing detailed technical knowledge and understanding of water and wastewater treatment processes.
- Sound problem solving and analytical skills with the ability to prepare well-researched technical advice and recommendations.
- Commitment to continuing professional development.
- Commitment to and understanding of process improvement and sustainability principles.

PRESENT OCCUPANT: _____

SIGNATURE: _____

SUPERVISOR: Manager Utilities

SIGNATURE: _____