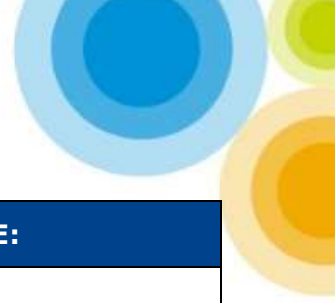


MELBOURNE WATER POSITION DESCRIPTION OFFICIAL

Operations & Maintenance Officer



REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Area Manager, Waterways & Catchment Services	This role has no direct reports.
THIS ROLE EXISTS TO: (PURPOSE)	
<p>Facilitate the safe, effective and efficient delivery of Melbourne Water's waterway and catchment services within a discrete geographic area through;</p> <ul style="list-style-type: none"> • Operation, monitoring, and maintenance of the performance of built and natural assets, with a focus on the drainage network. • The provision of timely, safe and consistent Frontline response to, and resolution of, customer issues and requests related to waterway and catchment services. 	
KEY ACCOUNTABILITIES:	
<p>Maintain our customers' confidence and trust as the region's waterway and catchment manager within the geographic area of responsibility:</p> <ul style="list-style-type: none"> • Initiation of proactive and reactive maintenance works that contribute to the achievement of waterway, flood, drainage and land objectives and targets. • Manage internal and external customer service requests in line with established procedures. • Undertake compliance and enforcement activities as required. • Incident support during business hours and on a rostered out of hours duty arrangement (as required). • Support handover/acceptance on new/renewed civil drainage works and new wetland assets. • Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives. 	
KEY RESPONSIBILITIES	KPIs
<p>Ensure drainage/waterways network and catchment reliability through asset monitoring, inspection, operation, and maintenance.</p> <ul style="list-style-type: none"> • Proactively inspect asset condition and performance to ensure alignment with agreed service levels and guidelines. • Initiate reactive maintenance work orders in line with Melbourne Water services, guidelines and responsibilities. • Initiate, maintain and refine proactive maintenance as required. • Proactively verify the quality and effectiveness of on-ground response activities. • Proactively develop and manage operational relationships with local government and other agency counterparts to improve service delivery. 	<ul style="list-style-type: none"> • Clear & succinct functional requirements defined • Maintenance programming is forward-planned • Maintenance program is optimised through regular review and refinement • Contribution to achievement of reputation survey objectives for applicable customer segments (in particular the Engaged Community and Local Government segments)
<p>Customer Service Requests</p> <ul style="list-style-type: none"> • Receive, assess and manage internal and external customer requests regarding flooding, drainage, waterways and land issues and determine appropriate response, including triaging and sourcing necessary technical input. 	<ul style="list-style-type: none"> • Customer response timeframes consistently met as defined by Melbourne Water's Customer Charter

Job level: EA 5
 Assessed by: People Hub
 Date Assessed: October 2022
 Last reviewed date: July 2024

HR TEM Position Description
 Doc ID: 67591670
 Approved March 2024
 Version 1



MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

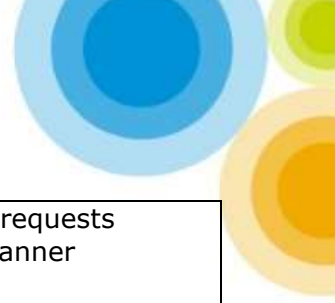
Operations & Maintenance Officer

<ul style="list-style-type: none"> • Provide consistent feedback and advice to customers regarding asset maintenance and operations. 	<ul style="list-style-type: none"> • Customer interactions recorded in accordance with Melbourne Water's requirements • Maximo Service Requests closed out within agreed timeframes
<p>Compliance and enforcement</p> <ul style="list-style-type: none"> • Respond to reports of unauthorised access/use of Melbourne Water assets. • Resolution of simple enforcement issues. • Support complex enforcement activities as required. • Support the development of inspection regimes for Melbourne Water assets. 	<ul style="list-style-type: none"> • Processes followed in accordance with the MW Compliance and Enforcement Procedure
<p>Incident preparedness & response support</p> <ul style="list-style-type: none"> • Coordinate the initial response and triage of reported incidents on waterways and catchments assets • Provide tactical and operational support leading up to and during incidents (e.g. flood events, pollution incidents) during business hours and on a rostered out of hours duty arrangement (as required). 	<ul style="list-style-type: none"> • Participation in preparing for, and responding to, incidents as required
<p>Manage handover/acceptance</p> <ul style="list-style-type: none"> • Support handover/acceptance for drainage low risk capital (renewal) and developer-constructed works within established frameworks. 	<ul style="list-style-type: none"> • Programmed maintenance in place • Defects identified and follow up in accordance with MW processes
<p>Tidal gate operation (where applicable geographically)</p> <ul style="list-style-type: none"> • Manage lock-out/tag-out as required for tidal gates • Monitor and provide appropriate response to tidal gate alarms • Liaise with Melbourne Water's after-hours service provider as required on alarm management and asset issues • Optimise alarm thresholds and priority settings • Support SO&P colleagues in prioritising tidal gate maintenance and low risk capital projects. • Issue permits on waterway and drainage assets in line with Melbourne Water's corporate permit system as required. 	<ul style="list-style-type: none"> • Service levels met • Permits issued in accordance with MW permit procedure • No permit breaches
<p>Safety and Culture</p> <ul style="list-style-type: none"> • Strong proactive safety management focus and responsibility. • Foster and support knowledge exchange to help build competencies within geographic team and the broader WCS teams. 	<ul style="list-style-type: none"> • Improved alignment and engagement score • Undertaken agreed safety leadership activities • IRIS events logged in a timely manner and learnings implemented

MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

Operations & Maintenance Officer



<ul style="list-style-type: none">• Ensure safety in design principles are considered in works initiation.• Seek and enable new technologies and innovative approaches to reduce safety risks.• Identify and drive continuous improvement in service delivery outcomes through technology, systems and process enhancements.	<ul style="list-style-type: none">• Safety related service requests resolved in a timely manner
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SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Experience in and understanding of the underlying principles of in waterway, civil and drainage asset management and maintenance.
- Highly developed interpersonal skills and an ability to communicate and negotiate clear and effective outcomes with a wide range of people within Melbourne Water, external organisations and with the general public, sometimes in conflict situations.
- Demonstrated analytical and problem solving skills, including the ability to identify problems and use judgement to determine management solutions for a broad range of waterway, drainage and land management situations.
- Ability to follow existing operational process and procedures, and to develop new procedures within policy guidelines.
- Demonstrated ability to build and maintain strong customer relationships.
- A proactive, solutions-focused, continuous improvement mindset and demonstrated resilience.
- Demonstrated ability to work with limited supervision and contribute in a team environment to improve processes and culture.
- Ability to respond to various demands and manage multiple activities simultaneously
Demonstrated ability to use initiative and innovation in a range of tasks.

KEY RELATIONSHIPS:

All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

Internal

- Waterways & Catchments Operations Delivery
- Development Services
- Integrated Water and Catchments Management
- Infrastructure Operations
- Major Infrastructure Projects
- Other areas of Melbourne Water, as required

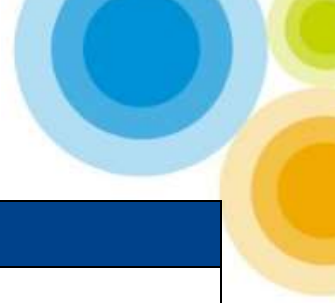
External

- Private landholders
- Local Government & Community groups
- Members of the general public

MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

Operations & Maintenance Officer



SALARY RANGE:

- EA salary level 5

OTHER COMMENTS:

This role requires the following:

- Medical Assessment
- Ability to swim at a competent level due to any work near, on or in water
- This position is eligible for an operational vehicle in line with MW Motor Vehicle policy and procedures
- Driver's license

Location: Brooklyn / NERO / SERO / 990 Docklands