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| --- | --- | --- | --- |
| Position Number(s) | L1 - 003099/001399  L2 - 002992/001401  L3 - 001398/001364 | Manager’s Role Title | Locks Coordinator |
| Business Group | Operations & Maintenance | Manager Once Removed | Manager River Operations and Maintenance |
| Level of Work | VI/VII SA Water Hierarchy Level | Direct Report’s Role Title(s) | Not applicable |

## Purpose (Unique value add)

Contribute to the achievement of RMO performance targets by carrying out the operation and maintenance of River Murray Locks and Weirs and associated structures, including Environmental Management structures, in a safe and efficient manner.

## Objectives

The objectives (maximum 6) of this role are to:

* Under direction, regulate pool levels by removal and reinstatement of weir components in a safe and timely manner.
* Provide safe and efficient passage of river traffic though the locks.
* Assist with operation and maintenance of lock and weir structures, associated environmental structures, buildings, public facilities, surrounds, plant and equipment.
* Provide good customer service, with provision of river information in a professional manner.
* Assist with ensuring all Work, Health, and Safety key performance indicators are achieved by adherence to safe working and operating procedures and compliance with WHS, environmental and property policies and guidelines.

## Shared Organisational Goals

As a member of the Operations & Maintenance Group you are collectively accountable for delivering our goals and objectives.





## Key Accountabilities

Select relevant objectives from section of this PD: Our Strategy 2016-2024 (also available on the [AquaNet](http://intranet.sawater.sa.gov.au/BMS/Strategy/Pages/Strategy.aspx)) and add them to the table as key accountabilities.

The key accountabilities (minimum 4 and maximum 6 including the mandatory ones), of this role are:

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| Key Accountabilities | Output/Measures |
| **Mandatory accountability:**  Contribute effectively to the team ensuring efforts are aligned toward achieving team goals | * Implement the direction set by your people leader. * Complete specific tasks allocated. * Collaborate effectively to ensure team goals are achieved by providing input into decision making and problem solving. * Actively contribute to creating a culture of service excellence. |
| **Mandatory accountability:**  Put safety above all else | * Be aware of and apply roles and responsibilities in accordance with WHS Roles and Responsibilities Procedure. * Take responsibility for the safety and wellbeing of yourself and others including your own fitness for work (e.g.under the influence of drugs, alcohol and/or fatigue). |
| Customer Service | * Provide safe public access to the Locks and public facilities. * Customers are to be provided with appropriate information relating to the river and its structures * Communication occurs between customers and colleagues to ensure the best outcome * Maintain a high level of service that meets customers’ expectations * Customer issues are resolved in a timely manner * Develop and maintain good working relations with other agencies, landholder and customers |
| Compliance | * Compliance with WHS policies, regulations and work procedures ensuring all key performance indicators are achieved * Effectively participate in team meetings, work planning, training and development programs as required * Compliance with Asset management system * Utilise and comply with all relevant electronic / paper systems, processes and procedures in a timely manner |
| Environment | * Comply with SA Water’s environmental policy. * Comply with other agencies environmental requirements. * Assist with fish movement monitoring and provide data according to requested schedule. * Operate and maintain environmental assets to a high standard. |
| Operations and Maintenance | * Assist with operation and maintenance of the Lock and Weir structures and associated infrastructure and surrounds to a high standard * Operation of lock chambers to allow the boating public safe navigation passage along the river * Operation of the Navigable Pass during periods of high flow * Assist with the management of the river flow in conjunction with other structures to achieve flows as directed by Murray Darling Basin Authority (MDBA) to meet South Australia’s water supply entitlement, environmental watering and distribution of any additional flow * Collect and provide accurate data and conduct regular infrastructure inspections and reporting * Assist with fishway operation and maintenance, fish tagging, monitoring fish movement and record statistical data daily * Use and maintain all relevant tools, materials, equipment and vehicles appropriately * Contribute to your work team achieving outcomes effectively * Carry out other duties as required |

## Behavioural Competencies

**Uphold SA Water’s Values:**

* Put safety above all else
* Act in the best interests of customer and the community
* Seek and apply better ways
* Respect our people
* Be trustworthy

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| Behavioural Competencies | Behavioural Expectations |
| Customer Focus | * Anticipates needs of customer and follows through. * Makes decisions that take into account value for customer. * Speaks up and identifies problems arising. |
| Collaborate for Success | * Works co-operatively with others to achieve the best outcomes. * Maintains effective working relationships with others in the team and across the business. * Treats people in an honest, courteous and respectful manner. |
| Self-Management | * Focuses on delivering services despite challenges. * Presents ideas clearly and concisely. * Is responsive to the changing needs of our customers and business by adapting to change. |
| Achieve Results | * Takes personal responsibility for mistakes and learns from them. * Looks for ways to continually improve and finds better ways. * Focuses on achieving outcomes using good judgement and quick decisions that lead to business success. |
| Safety Culture | * Puts safety first when making decisions. * Adheres to safety processes and procedures and reports when things are ‘not right’. * Openly communicates ways of improving safety. |

## Knowledge, Skills and Experience

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| --- | --- |
| Foundation knowledge, skills, experience and qualifications | Essential or Desirable |
| Certificate III in Water Operations | Desirable |
| Drivers Licence Class C | Essential |
| Heavy Combination License | Desirable |
| Boat Licence | Desirable |
| Restricted Coxswain Certificate | Desirable |
| Machine Operator Licences | Desirable |
| First Aid Certificate | Desirable |
| White card | Desirable |
| Dogging | Desirable |
| Use of hand tools | Essential |
| Use of basic water quality measuring equipment | Desirable |
| Machine operation | Essential |
| Ability to identify problems and report to Coordinator | Essential |
| Basic computer skills in common applications such as Microsoft Office | Essential |
| Ability to communicate effectively both written and verbal | Essential |
| Understanding of general operation of lock and weir structure. | Essential |
| Ability to do basic calculations | Essential |

## Key Stakeholder Relationships

* SA Water management and staff
* MDBA, RMW, Landholders, other agencies, authorities and community groups
* SA Water customers (general public)
* Contractors
* Consultants
* External service providers

## Special Conditions

* Flexible hours and some after hours as required, some intra and interstate travel.
* Required to reside in house provided at Lock, for which rent is payable
* Rostered to work at least every second weekend
* Some work in remote and isolated locations

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