

# MELBOURNE WATER POSITION DESCRIPTION

## Network Transfer Officer

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Team Leader – Network and Strategic Water Operations	Nil
THIS ROLE EXISTS TO: (PURPOSE)	
<p>The function of the Network Transfer Officer is to work collaboratively across water supply operations with internal stakeholders to ensure optimal operation of the water transfer network. The network transfer officer will have broad understanding of hydraulic engineering concepts and will provide advice and expertise in bulk water transfer across the Melbourne region. You will provide support in the planning, coordination and delivery of the outage program, integration of new transfer assets, and maintenance of existing transfer assets, and in the delivery of new programs to ensure optimum efficiency of the network.</p>	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none"> <li>• Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives.</li> <li>• Work within the Outages and Asset Integration team under limited supervision, to ensure transfer operations are effective, efficient and optimised to best benefit the strategic goals of the business.</li> <li>• Plan, coordinate and deliver scheduled and unscheduled outages within the water supply network under supervision and instruction from senior officers in the Network and Strategic Water operation team</li> <li>• Deal with complex and abstract technical issues and changing priorities and/or different situations requiring use of their judgement or experience in water transfer networks</li> <li>• Work with internal stakeholders to manage the integration of new assets into the water supply system, including documenting processes and systems, managing associated outages and the testing and commissioning of new assets.</li> <li>• Act as a liaison point for internal stakeholders on water operational topics and partake in incident investigations and debriefs as requested.</li> <li>• Provide technical operational advice to Water Supply Operators and others within Melbourne Water on water supply transfer and water quality issues.</li> <li>• Assist in the development and delivery of transfer network improvements.</li> <li>• Provide operations representation on capital projects as requested to improve functional design, delivery, commissioning and handover of water projects</li> <li>• Develop and review OCCP's, SOP's, Contingency Plans and other controlled documents as designated</li> <li>• Take care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives.</li> <li>• Maintain awareness of how their work relates to other activities and the ongoing operation of the organization</li> <li>• Key operational contact for Other Authority Works approvals and manage allocation of resources for field interactions</li> </ul>	
KEY RESPONSIBILITIES	KPIs
<p><b>Asset Integration Specialist</b></p> <ul style="list-style-type: none"> <li>• Asset integration specialist</li> <li>• Work as part of the broader Water Supply Operations team to provide technical and operational support to facilitate safe delivery of water, as required.</li> <li>• Assist field teams to ensure consistency in approach to water transfer and network operations</li> </ul>	<ul style="list-style-type: none"> <li>• Excellent customer service provided to Water Supply, internal stakeholders</li> <li>• Participation in working groups, workshops and forums as appropriate for the role.</li> </ul>

Job level: EA Level 6

Assessed by: P&C

Date Assessed:  
February 2016

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<ul style="list-style-type: none"> <li>Provide technical operational review of procedures, contingency plans and risk assessments.</li> </ul>	<ul style="list-style-type: none"> <li>Timely review of documents, as assigned.</li> </ul>
<b>Stakeholder Engagement</b> <ul style="list-style-type: none"> <li>Work with internal and external stakeholders under limited supervision to identify their needs in respect to water transfer issues and assist in the delivery of projects to attain optimum outcomes</li> <li>Attend outage meetings with Retail Water Company operations representatives and stakeholders regarding transfer and other operational issues.</li> <li>Work with key internal stakeholders to ensure that research, planning and capital projects reflect operational needs with respect to water transfer and treatments</li> </ul>	<ul style="list-style-type: none"> <li>Internal and External Customer requirements identified and understood.</li> <li>Ensure transfer network improvement program and system improvements meet their needs</li> </ul>
<b>Continuous Improvement</b> <ul style="list-style-type: none"> <li>Provide whole-of-system network oversight and identify opportunities for strategic improvement</li> </ul>	<ul style="list-style-type: none"> <li>Identification of opportunities for continuous improvement at a network</li> </ul>
<b>Safety Management</b> <ul style="list-style-type: none"> <li>A commitment to safety in the workplace to guarantee all activities are carried out with safety front of mind to ensure zero harm</li> </ul>	<ul style="list-style-type: none"> <li>No OH&amp;S Incidents</li> </ul>
<b>Customer Reporting</b> <ul style="list-style-type: none"> <li>Assist field teams to ensure that reporting processes are appropriate and meet customer need.</li> <li>Contribute to customer reports as required to ensure necessary information is distributed to our customers as appropriate for the role.</li> </ul>	<ul style="list-style-type: none"> <li>Timely reports delivered</li> <li>Efficiencies gained</li> <li>Customer satisfaction</li> </ul>

### SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Detailed knowledge of Water Supply Operations, Water Supply Operator Certificate Level 3 is preferred, with relevant experience and/or a science or engineering qualification with relevant experience in water transfer or treatment.
- Broad demonstrable understanding of hydraulic engineering fundamentals, the principles of water hydraulics, transfer networks and transfer process and procedures.
- Excellent organisational skills and an ability to balance priorities.
- Competent in program scheduling and project management.
- Well-developed analytical and problem-solving skills, with a proven ability to deliver on ground practical results.
- A working knowledge of Safe Drinking Water legislation/regulations and Australian water quality guidelines.

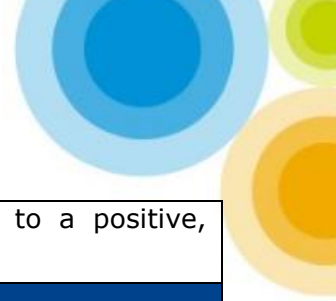
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- Proven ability to provide a high level of customer service, and contribute to a positive, constructive and supportive team environment.

### 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

- Water Supply (field) Operators
- Technical Officers in Water Supply Operations
- Drinking Water Quality Planning Team
- System Optimisation and Asset Performance – Water Asset Management
- Major Program Delivery
- Integrated Planning

#### External

- Representatives of Melbourne Metropolitan Retail Water Companies
- Contract maintenance providers
- Contracted service providers and specialist consultants

### SALARY RANGE:

- EA salary level 6

### OTHER COMMENTS:

This role requires the following:

- Water Supply Operator Certificate 3 is preferred, or relevant industry experience, or engineering qualification experience in water transfer operations
- Criminal Records Check
- Medical Assessment
- Valid Victorian Driver's License

Location: Preston

Job level: EA Level 6

Assessed by: P&C

Date Assessed:  
February 2016