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| Position Number | 006019 | Manager’s Role Title | Water Treatment Coordinator (Central) |
| Business Group | Operations and Maintenance | Manager Once Removed | Manager, Water Treatment and Network Water Quality (Central) |
| Requisite Organisation Level of Work | I Quality  VI SA Water Hierarchy Level | Direct Report’s Role Title(s) | * Treatment Plant Operators (x 2) * Construction and Maintenance Worker |

## Purpose (Unique value add)

Lead a team responsible for the operation and maintenance of Kangaroo Island’s water treatment and supply system in accordance with all SA Water, regulatory and customer charter requirements.

## Objectives

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

* Coordinate all operations and maintenance activities for treatment plant and network operations on Kangaroo Island including on call activities ensuring sufficient resources are available.
* Provide leadership to the local team, communicating the business direction and implementing organisational improvement initiatives.
* Manage the team in accordance with the Corporation’s performance management process ensuring SA Water core values are communicated and adhered to.
* Ensure compliance with all SA Water and regulatory requirements with respect to WHS, water quality, environmental and customer services.
* Be actively involved in field work activities as a member of the water services team on Kangaroo Island including out of hours/on call activities.

## Key Accountabilities

The key accountabilities (minimum 4 and maximum 6) of this role are:

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| Key Accountabilities | Weighting | Output/Measures |
| **Mandatory accountability:**  Ensure the team works collaboratively toward achieving their goals | 20% | * Implement the direction set by the manager. * Oversee the day to day work of the team. * Allocate specific tasks to team members. * Provide day to day decision making, feedback and problem solving. * Build and foster employee engagement with an action plan in place and/or reflected in business plans, and able to demonstrate appropriate progress against agreed employee engagement and cultural development initiatives. |
| Effective people management | 30% | * Operate in accordance with the Corporation’s WHS policies and procedures and disseminate WHS information to management and staff as required. * Ensure all WHS incidents and hazards are reported and entered into the IMS and addressed within appropriate timeframes. * Identify and manage staff training requirements within agreed timeframes. * Manage self and team leave requirements in accordance within Corporation leave policy and targets. * Coordinate monthly team meetings disseminating corporate and team information recording minutes with actions identified and assigned with agreed timeframes. * Manage staff rosters including on-call ensuring sufficient resources are available for continued treatment and network operations. |
| Operational maintenance, compliance and delivery | 25% | * Assist with the development of operational quality system procedures/guidelines for Water Treatment and network operations. * Active participation in treatment and network duties including after hours and on-call roster. * Ensure all treatment and network duties are complete including operating logs and recorded into MAXIMO within reporting timeframes. * Ensure water treatment and network operations comply with all regulatory and SA Water requirements including water quality, environmental and customer service delivery standards. * Ensure all WQ and environmental incidents are reported and where responsible, managed in line with corporate/regulatory notification procedures and timeframes. * Where necessary engage SA Water business units and industry contractors to assist with treatment plant and network maintenance. * Work closely with Manager Network Operations team reporting on KI network operations performance through network operation district leader meetings. |
| Effective financial management | 25% | * Overtime to be less than 10% of available hours. * Fleet costs are within budget and with zero penalties (network). * KI Network Operations expenditure does not exceed budget. |

## 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 | Weighting | Output/Measures |
| Customer Focus | 20% | * Anticipates customer needs and follows through. * Makes decisions that take into account value for customer. * Takes early action and acts decisively to overcome problems arising for the team. |
| Collaborate for Success | 20% | * Works co-operatively with others to achieve the best outcomes. * Maintains effective working relationships with other in the team and across the business. * Supports different points of view and treats difference respectfully. |
| Self-Management | 20% | * Focuses on delivering services despite challenges. * Tailors communication to the situation and needs of the team. * Assists others to adapt to change and builds enthusiasm for change. |
| Achieve Results | 20% | * 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 | 20% | * Puts safety first when making decisions. * Ensures team adheres to safety processes and procedures and reports when things are ‘not right’. * Openly communicates ways of improving safety to the team. |

## Knowledge, Skills & Experience

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| Foundation knowledge, skills, experience & qualifications | Essential or Desirable |
| Appropriate communication and interpersonal skills | Essential |
| Sound organisation and prioritising skills | Essential |
| Sound understanding of customer relationship management | Essential |
| Sound problem solving and conflict management skills | Essential |
| Ability to work under broad guidelines with limited supervision | Essential |
| Sound written communication skills | Essential |
| Drivers Licence | Essential |
| Knowledge of WHS, environmental and water quality principles and practices | Desirable |
| Knowledge of obligations under the Water Industry Act | Desirable |
| IT skills for works management, word processing, ordering materials and to manipulate and manage data | Desirable |
| Certificate III in Water Operations | Desirable |
| Appropriate trade, post trade, technical or post-secondary qualification | Desirable |
| Work Zone Traffic Management | Desirable |
| Frontline Management Certificate | Desirable |
| Skilled in the use and maintenance of hand and power tools, small machinery and various static and mobile vehicles, plant and machinery | Desirable |
| White Card | Desirable |
| Water Industry Certificate | Desirable |

## Job Family, Job Group & Job Profile

Further learning and development will be decided by management in accordance with the SA Water Job Profile for this position.

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| Job Family | Job Group | Job Profile |
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## Key Stakeholder Relationships

* Residential and business customers
* Water Treatment Coordinator and Network District Leader’s and their teams
* Water Treatment and Quality and Network Operations management
* Work Planners and Operations Response team
* Asset Management and Delivery group
* HR, WHS and other business support groups

## Special Conditions

* Flexible hours and some after hours as required, some intra and interstate travel
* Participate in on-call roster

Template: Version 09/07/15