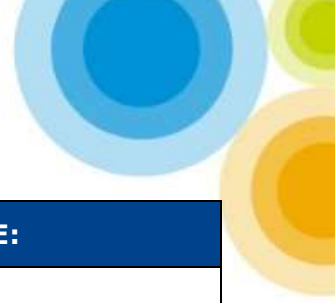


MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

Senior Water Supply Operator Gippsland



REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Lead Operator	This role has no direct reports.
THIS ROLE EXISTS TO: (PURPOSE)	
<p>The function of the Senior Operator is to work innovatively and collaboratively across water supply operations and with key external stakeholders to ensure optimal operation of the water transfer & treatment network.</p> <p>The Senior Operator will provide practical hands-on operational expertise into planned works, system augmentations and provide a specialist function to the team.</p> <p>The Senior Water Supply Operator supports the Lead Operator and the team(s) to ensure the safe delivery of the team’s operational, maintenance, capital and compliance commitments within a high performance team culture.</p>	
KEY ACCOUNTABILITIES:	
<p>The Senior Water Supply Operator of the Gippsland Water Supply Team has a number of responsibilities. They are as follows:</p> <p>Operational:</p> <ul style="list-style-type: none">• Deliver day-to-day and emergency operations of Melbourne Water’s water supply assets including storage and service reservoirs, treatment plants, pumping stations and transfer mains• Deal with difficult and abstract technical issues, providing technical and procedural change in order to improve performance or resolve operational failures that may be outside the scope of normal operating conditions or precedent.• Prioritise routine inspections to be undertaken, to ensure that all key works are undertaken even if the team is short-staffed on a particular day.• Monitor and review plant operation and system performance using telemetered data in SCADA and internal reporting mechanisms.• Analyse plant operations and develop and recommend system configurations, plant adjustments and strategies to optimise system performance and ongoing compliance.• Providing technical input on a range of corporate and management processes such as plant & equipment design, upgrades and capital and strategic planning. <p>Team Relationships:</p> <ul style="list-style-type: none">• Mentor trainees’ and develop operators transitioning to the duty operator role.• Drive a high level of operational excellence and consistency within team around key processes such as Control of Work, LOTO etc.• Be available after hours to respond to emergencies and any complex issues that may be escalated by the duty Manager.• Regularly liaise with members of other business groups, customers and contract service providers on a variety of matters within their area of responsibility• Develop the capability of the current team members focusing on performance & system optimization	

Job level: EA Level 6

Assessed by: People Hub

Date Assessed: July 2024

Last reviewed date: July 2024

HR TEM Position Description

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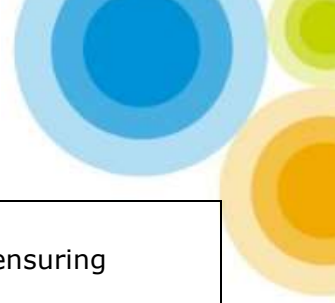
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MELBOURNE WATER POSITION DESCRIPTION

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Emergency Response:

- Provide emergency response to system failures, identifying cause and effect, ensuring prompt recovery of operations.
- Be available after hours to respond to any emergencies and any complex issues that may be escalated by the duty manager.
- Manage incidents, record on IRIS, manager debriefs, lead incident investigations and take corrective action as necessary.
- Provide advice on operational and procedural change to resolve operational failures that may be outside the scope of normal operating conditions or precedent.

OH&S, Environmental and Public Health Compliance:

- Understanding of the compliance required, and the ability to maintain a strong relationship with Work Safe Victoria.
- Participate in various audits both internal and external.
- Maintain a safe working environment for the Preston Water Supply team, visitors, and contractors that enter our work environment.
- 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>Water Supply</p> <p>Work as part of the broader Water Supply Operations team to provide technical and operational support, as required.</p> <p>Work with field teams to ensure consistency in approach to water transfer and network operations</p> <p>Develop and provide technical and strategic operational review of procedures, contingency plans and risk assessments.</p>	<ul style="list-style-type: none"> • Good customer service provided to Water Supply, internal and external stakeholders • Participation in working groups, workshops and forums as appropriate for the role. • Timely review of documents, as assigned.
<p>Stakeholder Engagement</p> <p>Work with customers internal and external to identify their needs in respect to water supply issues and lead projects to deliver necessary outcomes</p> <p>Liaise and consult with Retail Water Company operations representatives and stakeholders regarding transfer and other operational issues.</p> <p>Work with key internal stakeholders to ensure that research, planning and capital projects reflect</p>	<ul style="list-style-type: none"> • Customer needs identified and program and system improvements meet their needs

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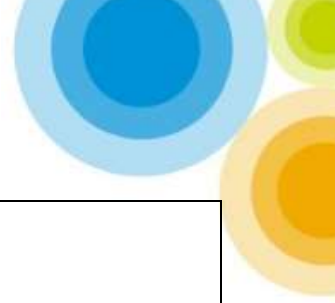
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operational needs with respect to water transfer and treatments	
<p>Continuous Improvement</p> <p>Provide whole-of system network oversight and identify opportunities for strategic improvement</p>	<ul style="list-style-type: none"> • Identification of opportunities for continuous improvement at a network level
<p>Safety Management</p> <p>Ensure all activities are carried out with safety front of mind to ensure zero harm</p>	<ul style="list-style-type: none"> • No OH&S incidents
<p>Customer Reporting</p> <p>Work with field teams to ensure that reporting processes are appropriate and meet customer needs Contribute to customer reports as required to ensure necessary information is distributed to our customers as appropriate for the role</p>	<ul style="list-style-type: none"> • Timely reports delivered • Efficiencies gained • Customer satisfaction

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

The Senior Water Supply Operator must be able to demonstrate capabilities in the following areas:

- Highly developed organisational and time management skills.
- Ability to make decisions and remain focused in a rigorous technical environment.
- Excellent level of oral and written communication skills.
- Sound knowledge of water treatment plants & transfer network
- Knowledge of environmental and safety management systems.
- Ability to manage and contribute to improving team environments & performance
- Computer skills in word processing, spreadsheet & database applications
- Highly developed knowledge of SCADA systems & mobility

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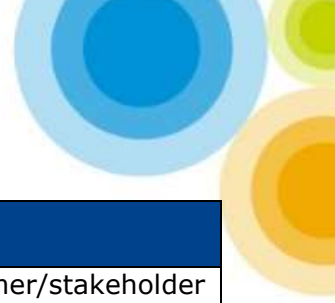
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KEY RELATIONSHIPS:

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 Operators
- Water Supply Quality and Process Improvement Team.
- Works Delivery Team
- Major Capital 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:

- A Diploma in engineering or science, or, relevant equivalent experience in Water Supply network and treatment (minimum 5 - 10 years)
- Minimum Cert III Water Industry Operations
- Criminal Records Check
- Medical Assessment
- Working with Children Check
- This position is eligible for an operational vehicle in line with MW Motor Vehicle policy and procedures
- AusCheck Required

Location: Based at the Tarago Treatment Plant and Thomson Reservoir Office although will regularly be required to work at other remote locations within the Melbourne Water system.

Job level: EA Level 6

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