

GILGANDRA SHIRE COUNCIL
POSITION DESCRIPTION

PART 1: POSITION DETAILS

Position Title:	Water and Sewer Coordinator
Grade:	15
Occupant:	Vacant
Department:	Infrastructure
Reports to:	Manager Works
Direct Subordinates:	4
Number of Subordinates:	Nil
Operating Budget:	N/A
Revenue:	N/A
Created:	September 2017
Reviewed:	

PART 2: POSITION PURPOSE

To coordinate, supervise and actively participate in the effective daily operations of Council's Water and Sewerage treatment and reticulation systems; and to co-ordinate and supervise the implementation and completion of Council's works program for construction and maintenance of water and sewerage reticulation assets, using Council staff and contractors and ensure that the works are completed in accordance with Council's requirements and all regulatory guidelines.

PART 3: POSITION ACCOUNTABILITIES (KEY RESULT AREAS – KRAs)

The following outlines the key responsibilities of the position, but is not all encompassing:

- Work with, control and direct staff engaged in sewerage and water operations, supply, construction and maintenance activities on a day to day basis
- Ensure staff have access to appropriate safety equipment and PPE and perform duties in a manner that minimises the risk of illness or injury
- Assist with the development and implementation of WHS policies and safe work practices
- Remedy or report on any potential hazards to employees, contractors or the public
- To ensure that worksite safety management plans are communicated, implemented and maintained for the duration of the projects.
- To organise or be involved in worksite risk assessments and tool box meetings as well as regular safety audits.
- To ensure plant selection is appropriate and deemed safe for the project works.
- To ensure that all plant is utilised effectively, efficiently and is subjected to all appropriate maintenance criteria.
- Undertake inspections of water and sewerage reticulation infrastructure and identify necessary maintenance works as part of Council's risk management and asset management systems.
- Audit work sites and practices to ensure compliance with WHS requirements and continued improvement in managing risk in the workplace
- Coordinate hazard identification and develop safe work method statements for Water and Sewerage Section
- Co-ordinate, monitor and evaluate the performance of staff and contractors
- Carry out inspections of work undertaken by contractors on new development to ensure compliance with Council standards.
- Participate in staff recruitment selection, training, development and review.

- Operate Water and Sewer Treatment Plants as required
- Participate in the on call roster and after hours on call system
- Review overtime and callouts and generally ensure that all work is carried out in accordance with plans and specifications and within budget limitations.
- Manage on call roster and ensure prompt response to after-hours emergencies.
- Manage water meter reading and ensure accurate information is provided to rates staff.
- Provide advice to the Manager Works on matters related to the operation and maintenance of the water and sewerage reticulations systems.
- Investigate complaints and requests received via Council's Customer Request System and ensure that they are adequately addressed, closed out and communicated to the customer in a timely manner and in accordance with Council policy
- Promote a professional and positive image of Council. Take a pro-active approach to providing excellent customer service – to both internal and external customers.
- Liaise with members of the public in regard to planning and pre commencement consultation, complaints and/or system breakdowns for projects.
- Develop key relationship with Council's Community Engagement Officer to assist in the community consultation and engagement for projects.
- Provide information to the Manager Works for reports to Council
- Assist the Manager Works to prepare specifications and plans for works proposed
- Coordinate the procurement of materials in accordance with Council's procurement policy.
- Keep accurate records as required to meet Council's and legislative requirements.
- Keep records of work carried out including daily running sheets, approve timesheets and plants sheets for water and sewerage operators
- Ensure that all corporate records are fully and accurately captured and maintained, to comply with legislative requirements and business needs.
- Ensure availability of materials equipment and labour to complete works according to schedules and priorities
- Assist in the development of maintenance and capital works programs in consultation with Works Manager, other Coordinators and operators.
- Assist in the preparation of estimates for the annual budget
- Ensure that projects are completed within budget and on time
- To operate plant and to provide hands one support where required.
- Organise repairs (electrical, mechanical, plumbing) in accordance with all appropriate delegations
- Determine maintenance requirements for all water and sewerage reticulation infrastructure and advise Manager Works accordingly.
- Carry out regular inspections of reticulation infrastructure and report any infrastructure found to be in poor condition.
- Ensure timely servicing of plant and equipment
- To carry out duties without direct supervision for periods of time.
- Ability to complete urgent key jobs or projects without adherence to standing working hours, including a demonstrated willingness to be flexible with start and finishing times as required.
- Provide support to Council's Projects team in the delivery of designated capital projects

This is a general position description only and the employee may be required to perform any other duties as directed by the General Manager, or their nominee within skills possessed.

PART 4: WHS REQUIREMENTS

Employees: As individuals, employees will:

- Take all reasonable & practicable steps for their own health and safety and of others affected by their actions at work;

- Comply with the safety procedures and directions imposed in the interest of health and safety;
- Not willfully interfere with or misuse items or facilities provided in the interest of health, safety and welfare of employees; and
- In accordance with agreed procedures for accident and incident reporting, report potential and actual hazards to either their elected health and safety representatives, or supervisor.

Supervisors:

Supervisors are responsible for the day to day supervision of employees. In particular supervisors will:

- Ensure that all activities are performed in accordance with the Gilgandra Shire Council Work Health and Safety and Rehabilitation procedures, legislation or good practice;
- Review all tasks to assist in improving safety;
- Promote and communicate Work Health, Safety and Rehabilitation with employees, contractors, service users, customers and members of the public.

PART 5: SELECTION CRITERIA

Essential

- Minimum TAFE Certificate Level III Water and Sewerage Treatment and/or equivalent qualification and/or equivalent work related experience.
- Possess a good understanding of and general knowledge of the operational requirements of Council in regards to water and sewer.
- Demonstrated knowledge and understanding of Workplace Health and Safety responsibilities practices in the workplace.
- Demonstrated experience in the construction, operation and maintenance of water supply and sewerage systems.
- Demonstrated experience in a supervisory role and ability to lead and motivate staff
- Possess a WHS Construction Induction White/Blue Card (or the ability to acquire prior to commencement).
- Possess a Confined Spaces Certificate or the ability to obtain prior to commencement
- Possess personal drive, a willingness to help others and a successful track record of working within a team environment across a number of disciplines and a genuine desire to see projects delivered to improve the livability of the community
- Sound communication skills both verbal and written
- Possession of a current Class MR Drivers' Licence
- Available to be on-call on a roster system to manage after-hours emergencies

Desirable

- Trade Qualifications in Plumbing and/or a plumbing licence
- Fluoride Operators Certificate
- Possess a good understanding of and general knowledge of the operational requirements of Councils in regards to water, sewer, urban streets and roads, stormwater and traffic facilities
- Possession of a First Aid Certificate
- Sound numeracy and oral and written communication skills
- Experience with training, coaching and supervising construction and operation staff and contractors
- Demonstrated ability to plan and complete work within agreed time frames and costs
- Basic computer literacy including Microsoft Word / Excel
- Basic knowledge and understanding of the Protection of the Environment Operations (POEO) Act and EPA licence requirements
- Knowledge of Australian Drinking Water Guidelines

- Understanding of asset management and condition assessment
- Ability to prepare and conduct meetings and lead group discussions.

PART 6: MISCELLANEOUS (TERMS & CONDITIONS)

- **Working hours: eg** Average 76 hours per fortnight on 7 day a week rotating roster
- **Delegations:** as per policy
- **Special conditions of employment:** Nil
- **Additional duties / relief duties:**

PART 7: ASSOCIATED DOCUMENTS

SKILL DESCRIPTORS

Authority and Accountability

- Policy and procedures are readily available but the jobholder is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction.
- Decisions made by the job holder affect the work and activities of others within the section or from a specific project team.
- The work of the jobholder influences the community within a specified service line through the application of technical skill or application of regulatory requirements.
- The job holder is involved in the development and maintenance of appropriate safety or other standards, or provides instruction and/or training concerning such standards.
- The job holder identifies requirements as an input to budget development.
- Monitor budgetary spending within work area, against pre-determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within work area.

Judgement and Problem Solving

- Problems are solved by the examination of readily obtained information and the selection of an appropriate solution from a number of options.
- The jobholder is required to make judgements and interpretations based on analysis of information and straightforward situations and is responsible for improving and developing methods and techniques.
- Regular planning is required to ensure activities and resources are coordinated for day to day work or that projects run to schedule.
- Understand the customers' priorities to enable anticipation of their needs and demonstrate initiative in adapting team plans and goals to meet them.

Management Skills

- Direct supervision of an employee or team of employees or leading a team of professional or specialist staff on special projects or assignments.
- The person offers recommendations regarding:
 - Identifying training needs
 - Approving overtime
 - Approving leave
 - Appointing employees
 - Handling employee complaints
 - Disciplinary actions
- The job holder approves and makes final decisions in the following work areas:
 - Evaluating performance
 - Assigning work activities

- Coaching
- Authorising timesheets
- The job holder supervises 4 to 6 personnel directly.
- The job holder supervises 1 to 5 contractors.

Interpersonal Skills

- This job requires written communication skills which enable the job holder to write standard reports following prescribed formats.
- The jobholder has high visibility with customers, usually away from Council premises.
- Required to provide service to internal customers as a regular part of the job. Service includes answering queries, providing documentation, sourcing advice and referring queries to appropriate personnel.
- Responsible for team building and team development.
- This job requires communication skills which enable the job holder to perform the following activities:
 - Provide information and explain situations
 - Advise, recommend or counsel
 - Participate in meetings/group discussions
 - Train one-to-one
 - Sell, persuade, influence
 - Resolve conflict
- The job holder is required to interact with the following groups or individuals within the council on a regular basis and for the purpose shown below:

Provide and obtain information:

- General Manager

Advise or recommend:

- Department/Division Heads
- Section Managers/Team Leaders
- Other Council Employees (not including direct reports)

- The job holder is required to interact with the following groups or individuals outside the council and for the purpose listed below:

Provide and obtain information:

- Commercial/industrial/development representatives (eg vendors, builders, clients)
- Government officers (eg Roads & Traffic Authority, Dept of Local Government)
- Employees of other councils
- Local Business

Advise or recommend:

- Members of the public/residents/ratepayers
- Community organisations - service clubs etc

Qualifications and Experience

- Thorough knowledge of one function and the concepts associated with a specialist area OR a functional position requiring the application of highly specialised knowledge regarded as an internal expert in a single discipline. Both require a wide education, probably TAFE Certificate Level 4 or diploma level, or semi-professional qualification, together with considerable personal experience.
- It would be expected that the person would have four, but less than seven year's experience.

- In addition to the qualifications and experience, the job holder must possess the following licences or certificates:
 - Driving Licence Class LR (Light Rigid)
 - Traffic Controller's Licence
 - Back-Hoe Operator Certificate of Competence
 - Confined Spaces Legislation Certificate
 - Sewer Treatment Works Certificate
 - Water Treatment Plant Operator Certificate

Specialist Knowledge and Skills

- The operational knowledge needed by the jobholder includes knowledge of the structure and functions of the jobholder's department, including sections within the department.
- In addition, the job holder requires the following level of technical skills.

Comprehensive Knowledge areas:

- Water Quality
- Water Testing
- Water Treatment
- Sewage Testing
- Sewage Treatment
- Pump Station Operations
- Pump Station Repairs & Maintenance
- Water Treatment Plant Repairs and Maintenance (Leachate)

Solid Working Knowledge areas:

- Record Keeping (eg timekeeping, expenditure logs etc)
- Risk Management
- Tender Evaluations
- Quantity Calculation & Estimating
- Plant Capabilities
- Occupational Health and Safety Program
- Performance Management
- Pipelaying labouring
- Handling of Chemical Properties
- Occupational Health & Safety Legislation
- Water Supply and Sewage Legislation
- Construction Plant Operation (other)
- Dozer/Large Excavator Operation
- Backhoe Operation
- Small Plant Operation (Other) (eg Chainsaw)
- Sanitary/Sewer Plumbing
- Water Supply Fittings
- Telemetry Control Systems
- Reticulation Systems
- Control and Monitoring Systems
- Chemistry/Microbiology Knowledge
- Interpretation of Test Results

Basic Working Knowledge areas:

- Data Entry
- PC Applications Software (eg Lotus, Dabs, desktop publishing)
- Operate Office Machinery (photocopier, facsimile, microfiche reader, plan printer)
- Meeting Procedures
- Vehicle & Plant Fleet Management
- Purchasing and Procurement
- Stores Procedures
- Contract Management
- Engineering Surveying
- Drainage Design (including hydraulic calculations)
- Roads Construction & Maintenance Evaluation
- Maintenance Management Systems
- Construction Planning
- Asset Engineering
- Environmental Assessment
- Pollution Control (air, water, noise)
- Soil Conservation
- Plant Identification
- Watering Systems
- Equal Employment Opportunity
- Employee Relations
- Training & Development
- Rehabilitation
- Road construction labouring
- Road maintenance labouring
- Timbering Trenches
- Setting Out Levels
- Traffic Control
- Environmental Legislation
- Health/Food Legislation
- Local Government Legislation
- Licensing Regulations
- Forklift Operation
- Roof Plumbing
- Water Board/Council Codes
- Trade Waste Pre-Treatment
- Laboratory Sampling



COMPETENCY STEPS

ENTRY

<i>Competency</i>	<i>Performance Criteria</i>	COMPETENT	NOT YET COMPETENT
		<u>Assessment Methods</u> Observation: OB Demonstration: DM Work Sample: WS Training Records: TR Questioning Discussion: QD	X
TAFE Certificate Level III Water and Sewerage Treatment and/or equivalent qualification and/or equivalent work related experience.	Possession of Qualification		
Demonstrated knowledge and understanding of Workplace Health and Safety responsibilities practices in the workplace.	Demonstrated ability		
Demonstrated experience in the construction, operation and maintenance of water supply and sewerage systems.	Demonstrated ability		
Demonstrated experience in a supervisory role and ability to lead and motivate staff	Demonstrated ability		
Possess a WHS Construction Induction White/Blue Card (or the ability to acquire prior to commencement).	Possession of Card		
Possess a Confined Spaces Certificate or the ability to obtain prior to commencement	Possession of Qualification		
Possess personal drive, a willingness to help others and a successful track record of working within a team environment across a number of disciplines and a genuine desire to see projects delivered to improve the livability of the community	Demonstrated ability		
Sound communication skills both verbal and written	Demonstrated ability		

Possession of a current Class MR Drivers' Licence	Possession of Licence		
Available to be on-call on a roster system to manage after-hours emergencies	Demonstrated ability		

Step 1

<i>Competency</i>	<i>Performance Criteria</i>	COMPETENT	NOT YET COMPETENT
Possession of all relevant plant tickets including Back-Hoe Operator Certificate of Competence	Qualification Obtained		
Possess a good understanding of and general knowledge of the operational requirements of Councils in regards to water, sewer, urban streets and roads, stormwater and traffic facilities	Demonstrated ability		
Possession of a First Aid Certificate	Qualification Obtained		
Sound numeracy and oral and written communication skills	Qualification Obtained		
Experience with training, coaching and supervising construction and operation staff and contractors	Demonstrated ability		
Demonstrated ability to plan and complete work within agreed time frames and costs	Demonstrated ability		
Computer literacy including Microsoft Word / Excel	Demonstrated ability		
Knowledge and understanding of the Protection of the Environment Operations (POEO) Act and EPA licence requirements	Demonstrated ability		
Knowledge of Australian Drinking Water Guidelines	Demonstrated ability		
Understanding of asset management and condition assessment	Demonstrated ability		
Ability to prepare and conduct meetings and lead group discussions.	Demonstrated ability		
Ability to plan, program and supervise staff activities, tool box meetings and lead small groups	Demonstrated ability		

Have interpersonal skills and the ability to liaise with people at all levels	Demonstrated ability		
Work with, control and direct staff engaged in sewerage and water operations, supply, construction and maintenance activities on a day to day basis	Demonstrated ability		
Ability to prioritise work,	Demonstrated ability		
Ability to train, coach and mentor trainee and operator staff	Demonstrated ability		
Personal drive and priority to complete urgent key jobs or projects without adherence to standing working hours, including a demonstrated willingness to be flexible with starting and finishing times as required	Demonstrated ability		
Ability to oversee completion of time sheets	Demonstrated ability		
Ability to oversee completion of plant sheets	Demonstrated ability		
Continuity of water supply	Demonstrated ability		
Water flow and pressure satisfies adopted levels of service	Demonstrated ability		
A reduction in the number of sewage overflow and blockage incidents	Demonstrated ability		
Emergency maintenance is carried out promptly	Demonstrated ability		
Prompt response to emergency sewage overflows or water main breakages	Demonstrated ability		
Routine maintenance is carried out in accordance with program	Demonstrated ability		
Compliance with WHS management systems and legislation	Demonstrated ability		
Ability to take & read levels	Demonstrated ability		
Ability to estimate costs	Demonstrated ability		
Ability to set out minor culverts	Demonstrated ability		
Ability to operate within limited budgets	Demonstrated ability		
Ability to ensure safety and incident documentation is completed	Demonstrated ability		

Commitment to safety, customer service, teamwork and workplace equity and diversity	Demonstrated ability		
Possession of RMS 'Prepare a Work Zone Traffic Management Plan' qualification	Possession of Qualification		
Ability to read, understand and implement the requirement of various construction plans and specification	Demonstrated ability		

Step 2

<i>Competency</i>	<i>Performance Criteria</i>	COMPETENT	NOT YET COMPETENT
WH&S for Supervisors Certificate	Qualification Obtained		
Ability to prepare quotations and cost estimates	Demonstrated ability		
Ability to plan, resource and supervise construction and maintenance works for weekly, annual and multi-year schedules and/or works programs	Demonstrated ability		
Ability to supervise multiple projects works	Demonstrated ability		
Ability to supervise contractors	Demonstrated ability		
Ability to contribute to the planning of future projects.	Demonstrated ability		
Ability to prepare written reports	Demonstrated ability		
Ability to monitor budget progress	Demonstrated ability		
Ability to set out new construction	Demonstrated ability		
Ability to provide recommendations into necessary plant require for projects	Demonstrated ability		
Compliance EPA licence requirements and the Australian Drinking Water Guidelines	Demonstrated ability		
Knowledge of sealing and resealing practices	Demonstrated ability		
Communicate clearly and promptly, listening carefully to instructions and information	Demonstrated ability		
Undertake worksite risk assessments safety audits	Demonstrated ability		

Plant selection is appropriate and deemed safe for the works.	Demonstrated ability		
All plant is utilised effectively, efficiently and is subjected to all appropriate maintenance criteria and checks.	Demonstrated ability		
Coordinate hazard identification and develop safe work method statements for Water and Sewerage Section	Demonstrated ability		
Carry out inspections of work undertaken by contractors on new development to ensure compliance with Council standards	Demonstrated ability		
Review overtime and callouts and generally ensure that all work is carried out in accordance with plans and specifications and within budget limitations	Demonstrated ability		
Promote a professional and positive image of Council. Take a pro-active approach to providing excellent customer service – to both internal and external customers	Demonstrated ability		

Step 3

<i>Competency</i>	<i>Performance Criteria</i>	COMPETENT	NOT YET COMPETENT
Knowledge of Council policies	Demonstrated ability		
Ability to prepare estimates for costings	Demonstrated ability		
Understanding of Contract Management	Demonstrated ability		
Ability to make recommendations regarding staff training and development	Demonstrated ability		
Ability to interview job applicants & make employment recommendations	Demonstrated ability		
Undertake training in conflict management and/or dealing with difficult people	Demonstrated ability		
Understanding of project management	Demonstrated ability		
Ability to provide input to budget preparations	Demonstrated ability		

Ability to analyse quotations	Demonstrated ability		
Knowledge of relevant legislation such at Roads, Environmental and Local Legislation	Demonstrated ability		
Willingness to actively participate in personal professional development	Demonstrated ability		
Participate in staff recruitment selection, training, development and review	Demonstrated ability		
Manage water meter reading and ensure accurate information is provided to rates staff	Demonstrated ability		
Investigate complaints and requests received via Council's Customer Request System	Demonstrated ability		
Customer request are adequately addressed, closed out and communicated to the customer in a timely manner and in accordance with Council policy	Demonstrated ability		
Developed key relationship with Council's Community Engagement Officer to assist in the community consultation and engagement	Demonstrated ability		
Assist the Manager Works to prepare specifications and plans for works proposed	Demonstrated ability		
Keep accurate records as required to meet Council's and legislative requirements.	Demonstrated ability		
Keep records of work carried out including daily running sheets, approve timesheets and plants sheets for water and sewerage operators	Demonstrated ability		
Ensure that all corporate records are fully and accurately captured and maintained, to comply with legislative requirements and business needs	Demonstrated ability		

Step 4

<i>Competency</i>	<i>Performance Criteria</i>	COMPETENT	NOT YET COMPETENT
Ability to write non-standard reports	Demonstrated ability		
Effective communicator of safety policy and procedures to all employees	Demonstrated ability		
The application of innovative approaches to improve delivery of services	Demonstrated ability		
A positive work ethic with proven record to champion workplace safety initiatives	Demonstrated ability		

Coordinate time and priorities for self and team for multiple functions	Demonstrated ability		
Plan and lead team performance and operations	Demonstrated ability		
Demonstrated ability and a proven record to performance manage under performing Contractors and Staff	Demonstrated ability		
A total understanding of the Local Government Act and Council's Policy requirements of tenders and quotations	Demonstrated ability		
Demonstrated consultative leadership style and the ability to coordinate activities and resources with other Managers and Coordinators	Demonstrated ability		
Re-allocate staff and resource in response to changing weather, site conditions and priorities	Demonstrated ability		
Assist in the development of maintenance and capital works programs in consultation with Works Manager	Demonstrated ability		
Sound knowledge and application of contract management principles and the effective management of contracts	Demonstrated ability		
Demonstrated history of being able to coach and mentor staff in specific skills related to project management	Demonstrated ability		
Proven record ensuring the availability of materials equipment and labour to complete works according to schedules and priorities	Demonstrated ability		
Proven record of the Water and Sewerage Treatment systems meeting service levels and all legislative control measures	Demonstrated ability		
Proven track record for the ability to complete urgent key jobs or projects without adherence to standing working hours, including a demonstrated willingness to be flexible with start and finishing times as required	Demonstrated ability		

KEY PRINCIPLES AND VALUES

The following principles and values are considered to be key requirements of our organisation. All Councillors and Staff are expected to demonstrate these values and principles in their dealing with each other and with the community.

Integrity

We must not place ourselves under any financial or other obligation to any individual or organisation that might reasonably be thought of influence us in the performance of our duties.

Leadership

We have a duty to promote and support the key principles by leadership and example and to maintain and strengthen the public's trust and confidence in the integrity of Council. This means promoting public duty to others in the Council and outside, by our own ethical behaviour.

Selflessness

We have a duty to make decisions solely in the public interest. We must not act in order to gain financial or other benefits for ourselves, our family, friends or business interests. This means making decisions because they benefit the public, not because they benefit the decision maker.

Objectivity

We must make decisions solely on merit and in accordance with our statutory obligations when carrying out public business. This includes the making of appointments, awarding of contracts or recommending individuals for rewards or benefits. This means fairness to all; impartial assessment; merit selection in recruitment and in purchase and sale of council's resources; considering only relevant matters.

Accountability

We are accountable to the public for our decisions and actions and must consider issues on their merits, taking into account the views of others. This means recording reasons for decisions; submitting to scrutiny; keeping proper records; establishing audit trails.

Openness

We have a duty to be as open as possible about our decisions and actions, giving reasons for decisions and restricting information only when the wider public interest clearly demands. This means recording, giving and revealing reasons for decisions; revealing other avenues available to the client or business; when authorised, offering all information; communicating clearly.

Honesty

We have a duty to act honestly. We must declare any private interests relating to our public duties and take steps to resolve any conflicts arising in such a way that protects the public interest. This means obeying the law; following the letter and spirit of policies and procedures; observing the code of conduct; fully disclosing actual or potential conflict of interests and exercising any conferred power strictly for the purpose for which the power was conferred.

Respect

We must treat others with respect at all times. This means not using derogatory terms towards others, observing the rights of other people, treating people with courtesy and recognising the different roles others play in local government decision making.