

Position Description

POSITION TITLE: Civil and Maintenance Operator – Swan Hill and Kerang	REPORTS TO: Leading Hand Operations – Swan Hill
Pay Band: Band 1	
ORGANISATIONAL CONTEXT	
<p>Lower Murray Water (LMW) operates along the Murray River, from Kerang to the South Australian border, in the municipalities of Gannawarra, Swan Hill and Mildura. We provide this extensive region with urban water and sewerage treatment, supply and disposal; river quality water for stock and irrigation; and collection and disposal of subsurface irrigation drainage. Our goal is to contribute to the economic, social and cultural development of our region and its many communities with environmentally responsible and sustainable water management.</p>	
PRIMARY OBJECTIVES	
<p>As a Civil and Maintenance Operator, you will form part of a team responsible for the safe delivery of programmed and breakdown maintenance, reliable and efficient operation and maintenance of its water and wastewater supply systems.</p> <p>Within the team you'll contribute to our safety-first and customer focused culture, ensuring our assets are operated and maintained to deliver water and wastewater services that meet regulatory requirements and provide customer satisfaction.</p> <p>You will also be responsible for monitoring and maintain Swan Hill stores and stock control.</p>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Leadership	<ul style="list-style-type: none"> • Promotion of a culture that encourages risk discussions by integrating Risk Management into normal business practices. • Promote a safety, customer focused culture. • Work collaboratively as a member of the Service Delivery & Operations team and with other relevant positions across the Corporation. • Foster a positive, engaged and high performing organisational culture, as well as participate in the implementation of team strategies. • Participation in the implementation of team strategies. • Guidance and advice is provided to other Operational staff on sound civil and maintenance practices. • Participate in team meetings as required, encouraging open and regular communication. • Represent LMW professionally in the community. 	<ul style="list-style-type: none"> • Operations Team strategies are followed and adhered to. • The Operations team's goals and objectives are represented as directed. • Operational guidance supplied meets competency standards and recognised requirements. • Participate in team meetings to improve safety, planning and customer outcomes. • Participation in annual succession plans and individual performance and development plans in accordance with LMW's talent management framework.
Customer	<p>Internal:</p> <ul style="list-style-type: none"> • Swan Hill and Kerang Operations Team • Operations and Service Delivery team • Customer service team and broader LMW staff • Consultants and Contractors engaged with LMW <p>External:</p> <ul style="list-style-type: none"> • Regulatory Bodies (EPA, DHHS, WorkSafe, Other Utilities) • LMW customers, cultural communities and members of the public 	<ul style="list-style-type: none"> • Delivery of safe, compliant and Civil maintenance works. • Development of positive relationships across the business, with external stakeholders and our customers. • Provide exceptional customer service to all internal and external customers. • Facilitate the repair of all service issues in a timely manner that meets LMW customer charter. • Support other staff and undertake training and professional development linked to organisational needs and aligned to performance and development plans and business planning processes. • Provide fair, honest and constructive feedback to all key stakeholders to foster a constructive culture. • Demonstrated strong professional relations with all key stakeholders.

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KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Safety	<ul style="list-style-type: none"> • Ensure all works conducted are carried out in a safe and compliant manner. • Demonstrate a safety-first culture by contributing to how work can be completed as safe as practically. • Ensure that LMW provides a safe workplace that is free of harm from all forms of bullying, harassment and discrimination. • Maintain tools, equipment and plant, in a safe, clean and serviceable condition in accordance with recommended practices. 	<ul style="list-style-type: none"> • Work is conducted in accordance with LMW Safety Management Systems at all times in a safe and compliant manner. • Participation in annual GSI survey. • Completing risk assessments and safe work method statements for tasks and assist in the development of safe work instructions for designated tasks. • Provide a safe place to work including mentally and physically free from harassment. • Reporting of hazards, risks and incident in the specified time frames.
Environment	<ul style="list-style-type: none"> • Contribute to LMW providing an environmentally friendly workplace. • Demonstrate and comply with the General Environmental Duty (GED) in accordance with Part 3.2 of the EPA Act 2017 by integrating risk management into normal business practice. • Compliance with EPA Act 2017, LMW policies and procedures as required to support best practice. 	<ul style="list-style-type: none"> • Minimizing the risk of harm to human health or the environment from pollution or waste by minimising those risks, so far as reasonably practicable / resources and delegation. • Use and maintenance of plant, equipment, processes and systems in a manner that minimises risks from pollution and waste. • Use and maintenance of risk management systems. • The handling, storage and transportation of substances in a manner that minimises risk. • Completion of training and transfer of knowledge relevant to upholding the General Environmental Duty.
Efficiency	<ul style="list-style-type: none"> • Plan and assist in Maintenance and Repair of the water and wastewater reticulation networks to meet customer expectations and regulatory requirements. • Identify and implement innovations and efficiencies in the Civil Maintenance team. • Ensure compliance with maintenance programs and appropriate resources are used to ensure the best outcomes in regard to safety, cost and efficiency. 	<ul style="list-style-type: none"> • Positive trends are being shown in preventative maintenance reports. • Gaps between current and ideal service levels are identified and strategies developed for improvement wherever required. • Data reporting is being completed as per organisational requirements at a satisfactory level in a timely and accurate manner. • Efficiencies and innovations that improve LMWs cost effectiveness are implemented as per organisational requirements.

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	<ul style="list-style-type: none"> • Be available and participate in the on-call roster and perform weekend and/or shift work when required to meet organisational requirements. • Maintain tools, equipment and plant, in a safe, clean and serviceable condition in accordance with recommended practices. • Respond to relative verbal queries and complaints from general public, within extent of knowledge and expertise. • Perform trade waste inspections, ensuring that our customers are compliant and handling their waste correctly and reviewing their documentation. • Ensure the Swan Hill stores are correctly accounted for, re-stocking equipment and materials and recording is captured accurately. 	<ul style="list-style-type: none"> • Share and consult with other LMW treatment plant operators to achieve successful operations.
Capital	<ul style="list-style-type: none"> • Assist with capital projects on water & wastewater assets • Participation of ongoing maintenance schedule of LMWs 10-year capital works program. • Assist in asset renewal plan development. • High level input and guidance into capital design and delivery. 	<ul style="list-style-type: none"> • Procurement is undertaken in accordance with the Victorian Public Services Commission (VPSC) guidelines and LMWs policies and procedures. • Ensure plant and equipment checklists are completed and problems reported to the leadership team.

LEVEL OF AUTHORITY
Delegation Category G as per the current Instrument of Delegation.
NUMBER OF REPORTS
Direct Reports: Nil
SKILLS AND BACKGROUND REQUIREMENTS
<p>Formal qualifications:</p> <p>Required:</p> <ul style="list-style-type: none"> • Computer skills. • Construction White Card • Participate in on-call roster. <p>Desirable:</p> <ul style="list-style-type: none"> • Certificate III or above in Civil construction & or • Qualified Plumber. • Certificates in dogging, crane operation, forklift and backhoe/front end loader, trench shoring, AC Pipe and Confined Space Entry working at heights. • Operational and/or maintenance experience on water and wastewater assets or demonstrable equivalents. • Light rigid truck licence. <p>Leadership:</p> <ul style="list-style-type: none"> • Proven ability to work collaboratively within a multi-disciplined team to achieve organisational objectives. • Ability to work independently, solution and results focused, self-directed and operate as part of a large team. <p>Customer:</p> <ul style="list-style-type: none"> • Demonstrated experience in developing strong professional relationships both internal & external to ensure organisational objectives are met. • Experience in working with customers and members of the public in a professional and respectful way.

