



## POSITION DESCRIPTION

### POSITION DETAILS

Title	Treatment Plant Operator – Wastewater Treatment		
Reporting to	Operator in Charge, Wastewater Treatment and Reuse		
Function	Operations & Delivery Solutions		
Section	Wastewater & Reuse Operations		
Team	Southern/Northern Wastewater Treatment		
Classification	TPO1		
People Leader	No	Org Level	4

### POSITION PURPOSE

Provide one to three statements that describe the main purpose of the role, describing the job and convey why this job exists and what its contribution is to the organisation.

- Provide exceptional service delivery across Greater Western Water treatment plants.
- Operate, maintain, and optimize assets, plants, equipment & systems associated with water/wastewater/recycle water production with an aim of providing quality, safe and efficient services to GWW customers, while meeting all regulatory guidelines.
- Professionalism in dealing with our stakeholders and engaging with our community on the provision of water services that enable regional economic growth and resilience in a climate-changing environment.

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### ORGANISATION CONTEXT – ABOUT GREATER WESTERN WATER

Greater Western Water (GWW) enhances the customer experience and security by providing more affordable services for the communities it serves. It's how we play our part in keeping Melbourne's inner and western regions vibrant, unique and a great place to live.

The challenge into the future, is to continue to develop the organisation in addressing the unprecedented growth being experienced in Melbourne's western corridor, in a way that:

- Delivers value for customers and communities
- Leverages partnerships and technology to create future opportunities
- Enables a performance focused, safe and inclusive workplace culture where employees can innovate and thrive
- Contributes to a highly liveable, viable region, and
- Cares for the environment.

Greater Western Water respectfully acknowledges the peoples of the Kulin Nation as the Traditional Owners of the lands and waters on which our service area lies.

### MAJOR ACCOUNTABILITY AREAS

Major Accountability Area	Key Performance Indicator
<p><b>Monitoring and Reporting</b></p> <ul style="list-style-type: none"> <li>• Provide high level analytical and problem-solving skills in all aspects of treatment plant operations and processes.</li> <li>• Undertake detailed monitoring and reporting of plant operational performance issues and liaise with GWW Wastewater Process Operations team to resolve operational issues.</li> <li>• Undertake routine workplace inspections and close out actions that arise</li> </ul>	<p><b>Measures</b></p> <ul style="list-style-type: none"> <li>• Operate plants to ensure performance targets are met.</li> <li>• Supply of daily customer water order volumes and CWW compliance obligations are met.</li> <li>• Respond to alarms in a timely efficient and cost-effective manner.</li> <li>• Plant performance is monitored and performance issues are recorded in daily logs and escalated as required.</li> <li>• Participates and contributes to Operations and Process meetings.</li> <li>• Allocated workplace inspections are completed.</li> <li>• Assigned audit/Bridge actions are implemented.</li> </ul>

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<ul style="list-style-type: none"> <li>• Undertake necessary onsite sampling and laboratory monitoring activities in accordance with the site sampling and monitoring plan.</li> <li>• Run Toolbox meetings, attend operations/process meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Sampling and monitoring activities are managed within approved budget, specified timelines in accordance with regulatory requirements and CWW's policies and procedures.</li> <li>• Attend and run toolbox meetings.</li> <li>• Contribution at operations and process meetings/workshops.</li> </ul>
<p><b>Exceptional Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Supports the Operator In Charge to implement an operating model that delivers services that are safe, reliable and affordable.</li> <li>• Operate treatment plants and associated infrastructure to supply alternative water and sewerage services to customers within prescribed levels of service and foster consistency in approach across GWW operating footprint.</li> <li>• Respond to service interruptions and return treatment assets back into operation within prescribed levels of service.</li> <li>• Maintain product quality (alternative water and sewerage) within prescribed standards.</li> </ul>	<p><b>Measures</b></p> <ul style="list-style-type: none"> <li>• Demonstrates flexibility/agility to deliver team activities</li> <li>• Demonstrated support to OIC, Operators and Maintenance and Process teams.</li> <li>• Treatment services delivered are safe and reliable.</li> <li>• Service delivery and performance targets are met including (where applicable) the supply of daily customer water order volumes.</li> <li>• Demonstrates exceptional customer service.</li> <li>• Timely response to service interruptions and escalation during business hours and when on-call.</li> <li>• Supports operations and maintenance team in returning plant back to operation.</li> <li>• Ongoing product compliance with (where applicable) the Department of Health (DOH) approved Recycled Water Quality Management Plan; EPA Licence; any other relevant regulatory requirement.</li> </ul>
<p><b>Operational Management</b></p> <ul style="list-style-type: none"> <li>• Follows standard operating procedures and other operational /regulatory documents such as EPA licences and HSEQ management plans. Participates</li> </ul>	<p><b>Measures</b></p> <ul style="list-style-type: none"> <li>• Demonstrated adherence to treatment plant SOP's and regulatory</li> </ul>

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<p>in periodic reviews to maintain the currency and relevance of work processes and plans.</p> <ul style="list-style-type: none"> <li>• Maintains effectiveness and accuracy of the Permit to Work system and fosters a safe working environment for contractors and maintenance personnel.</li> <li>• Support delivery of treatment plant capital works and maintenance programs with time, cost and quality constraints.</li> <li>• Attends to plant SCADA alarms and actively manages plant performance to meet quality, environmental and financial KPIs.</li> <li>• Takes personal leadership in identifying and achieving continuous improvement targets.</li> <li>• Induction of GWW personnel and contractors</li> </ul>	<p>requirements (EPA Licence, EIPs, RWQMP, etc).</p> <ul style="list-style-type: none"> <li>• Participates and contributes to the review of SOP's and HSEQ management plans.</li> <li>• Permits to Work are issued correctly.</li> <li>• Chemicals are delivered in a safe, compliant and efficient manner</li> <li>• Identifies maintenance needs and promptly raises work requests/orders.</li> <li>• Delivery of allocated capital projects.</li> <li>• Supports Maintenance team and Project Delivery led capital projects.</li> <li>• Timely, efficient and cost-effective response to SCADA alarms.</li> <li>• Timely decisions and escalation of performance issues, as required.</li> <li>• Compliance with EPA/DH obligations.</li> <li>• Identifies improvement opportunities/projects.</li> <li>• Inductions conducted.</li> <li>• Supports team in conducting site inductions in a timely manner.</li> </ul>
<p><b>Health, Safety &amp; Wellbeing</b></p> <ul style="list-style-type: none"> <li>• Take care of own and colleagues Health, Safety and Wellbeing (HSW) through proactively supporting GWW's zero harm culture and safety leadership.</li> <li>• Lead and drive improvement in safety management that ensures zero harm and a safe workplace for employees and contractors. (e.g. Implements Permit To Work System improvements;</li> </ul>	<p><b>Measures</b></p> <ul style="list-style-type: none"> <li>• Contribute to the on-going development of a zero harm WH&amp;S culture</li> <li>• Monitor compliance of WH&amp;S systems and procedures</li> <li>• Actively monitor the workplace to determine the presence of hazards and take appropriate action to rectify any hazards found</li> </ul>

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<p>Implements Chemicals Management System Improvements, Runs effective emergency preparedness exercises; Encourages HAZARD reporting and leads follow-up investigation and improvements</p>	<ul style="list-style-type: none"><li>• Participate in WH&amp;S project groups and committees as required</li></ul>
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### RELATIONSHIPS AND STAKEHOLDERS

Outline the position's requirements for internal and external communication/negotiation/contact with other people or groups

Concentrate on those communication requirements that are critical to the achievement of the position's primary objective(s).

List any committees, etc the position will be involved with (internally or externally).

<b>Internal</b>	<ul style="list-style-type: none"> <li>• Operations and Delivery Solutions (ODS)             <ul style="list-style-type: none"> <li>○ Wastewater &amp; Reuse                 <ul style="list-style-type: none"> <li>▪ Team Leader</li> <li>▪ Operators in Charge</li> <li>▪ Senior Operator</li> </ul> </li> <li>○ Maintenance Services and Control Systems                 <ul style="list-style-type: none"> <li>▪ Fitters/Instrumentation Technicians</li> </ul> </li> <li>○ Wastewater Process and Operations                 <ul style="list-style-type: none"> <li>▪ Process Engineers/Team members</li> </ul> </li> </ul> </li> <li>• Health Safety &amp; Wellbeing team</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• Contractors</li> </ul>

### SKILLS, EXPERIENCE and TECHNICAL KNOWLEDGE

Enterprise Skills	Proficiency
Critical Thinking	Foundational
Stakeholder & Relationship Management	Foundational
Safety Leadership	Intermediate
Resilience & Wellbeing	Foundational
Decision Making	Foundational
Delivering Results	Foundational
<b>Technical Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of sewage/recycled water treatment plants, operations and processes and associated water testing techniques.</li> <li>• Demonstrated ability to work with tools, including specialist tools, plant and equipment that may be needed in the position.</li> <li>• Proficient computer skills using Microsoft Office, field instruments, alarms, Programmable Logic Controllers (PLCs), SCADA etc.</li> <li>• Basic knowledge of mechanical, electrical systems and plant computer monitoring systems.</li> <li>• Ability to accurately record data, downloading instruments and data loggers, etc.</li> </ul>

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<p><b>Experience</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Proven ability to solve problems and respond to emergencies/alarms effectively.</li> <li>• Proven ability to identify, assess and control risk in an operating environment.</li> <li>• Demonstrated experience working within a team.</li> <li>• Water and/or recycled water treatment experience.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Health, Safety, Environment and Quality Management System exposure.</li> <li>• Experience in maintaining customer relationships.</li> </ul>
<p><b>Qualifications</b> Include relevant trades / qualifications / licences / accreditations / registrations</p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Certificate III in Water Industry Operations (or equivalent), or progression towards</li> <li>• Current Drivers licence</li> </ul>

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