



# Join our team

**Manager Wastewater Treatment**  
**Full time permanent**

Position Description



# About us

**We're the second largest regional urban water corporation by revenue in Victoria, comprising a diverse, complex and geographically dispersed asset base, with over 300 team members across seven departments.**



## So why choose us?

We exist to deliver reliable, high-quality water, wastewater and waste recovery services to ensure the economy and liveability of the central Gippsland region.

Our region is diverse which presents many challenges, and we play an important role in its ongoing stability and transition.

We're continuing to focus on:

- maintaining quality water and wastewater services for our customers at an affordable price
- our sustainable future and the future of the region, and
- the role we play in the future.

## Our people

Our strategic priorities provide the direction and insight into how we will deliver on our vision, highlighting that our people play an integral role in our ability to achieve successful outcomes for our customers and the community.

We're committed to building a diverse and inclusive workplace and strongly encourage applications from experienced women and men, people with disabilities, LGBTIQ+, ATSI, culturally and ethnically diverse candidates to best represent and engage with communities we live and work in.

## Our achievements

With a clear strategy, strong leadership and driving accountability in a consistent way across the business we've been able to drive a positive and constructive culture shift, and a sustained increase to employee engagement.

## Our values

We take pride in partnering with the community in providing quality water and waste services so we can enjoy a healthy and sustainable Gippsland for generations to come.

Our values are:

- Safety and wellbeing
- Customer focussed
- Innovation
- Accountability
- Collaboration
- Integrity & Respect

## What we have to offer

We are growing, innovative and committed to ensuring that Gippsland Water remains a great place to work. We do this by offering a flexible and stimulating workplace and investing in our people to enable us to adapt to the changing needs of our region.

But that's not all - it's also about freedom. We support our people to achieve their potential by providing the freedom to learn, explore and be true to their passion.

## Interested to find out more?

For more information about our career opportunities and what we can offer you, please visit [www.gippswater.com.au/careers](http://www.gippswater.com.au/careers)

## POSITION DESCRIPTION

# Manager Wastewater Treatment

## POSITION DETAILS

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Position Title:	Manager Wastewater Treatment
Reports to:	General Manager Operations
Department:	Operations
Location:	Traralgon
Date:	April 2022
Document Reference:	COR/18/36960

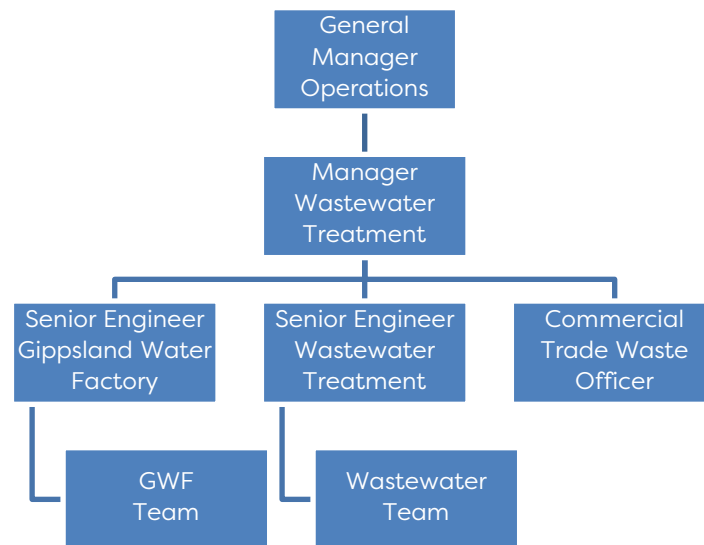
## PURPOSE OF POSITION

The Manager Wastewater Treatment plays a significant strategic leadership role in the operation and maintenance of Gippsland Water's wastewater treatment facilities and resources including the operation of the Gippsland Water Factory (GWF) and the management of commercial trade waste customers.

The GWF is unique in its application of industry leading treatment technologies. It is a complex urban pulp and paper trade waste treatment facility, that has the capability of also producing very high quality recycled water for industrial use. The GWF workgroup functions within a heavily regulated and continually changing business environment under strict operational and regulatory objectives. The role ensures the provision of continuous levels of service to both the major industry of the Latrobe Valley, and a key wastewater treatment facility operated by Gippsland Water through achievement of requisite business.



## ORGANISATION STRUCTURE



## KEY ACCOUNTABILITIES

The Manager Wastewater Treatment is primarily accountable for the:

### Wastewater Treatment Plant and Lagoon Treatment systems

- Operation and regulatory performance of 15 Wastewater Treatment Systems within Gippsland Water's region associated with the day to day provision of sewerage treatment for domestic and major industrial customers.
- Accurate, timely expert technical and strategic advice on the management of the environmental aspects of Gippsland Water's Wastewater Treatment operations, with the objective to identify and mitigate the associated influent, treatment and environmental risks in order to comply with relevant environmental legislation and stakeholder obligations.
- Technical and administrative management of commercial trade waste customer agreements within the Gippsland Water sewage catchment.

### Gippsland Water Factory

Manage, maintain and optimise the:

- Urban wastewater treatment processes to produce wastewater suitable for discharge to the environment or for re-use by Australian Paper.
- Reverse osmosis process to deliver high quality recycled water to Australian Paper.
- Australian Paper wastewater treatment processes to produce wastewater suitable for discharge to the environment.



- Ancillary process trains which support the effective operation of the urban, recycled water and trade waste treatment systems.

Support the Assets department through the collection of field data and information for improved Asset Management decision making as part of future asset life cycle upgrades and replacement.

Expenditure:	Opex ~Wastewater ~\$8.5M, GWF ~\$9.0M Capex ~\$ 1.2M (delivery support), GWF ~\$2.5M
Staff Management:	No. of staff reporting directly - 3
	No. of staff reporting indirectly - 24
Asset Management	6 advanced technology treatment plants and 10 facultative lagoon systems circa \$500M value

## KEY RESPONSIBILITIES

The Manager Wastewater will provide effective leadership and management support in carrying out their responsibilities, with the aim of continuous improvement with the opportunity to expand successful strategies applied to our wastewater treatment, recycled water and trade waste activities.

### People

- Lead and manage a diverse team of specialist technical and field staff to deliver effective and efficient operation, maintenance and management of environmental aspects of advanced wastewater and commercial trade waste activities in line with Gippsland Water's external regulatory performance objectives.
- Maintain the balance of appropriate resources, skills and knowledge of staff in the Wastewater Treatment and Commercial Trade Waste workgroups both technical, field and office based to meet public health, regulatory, environmental, safety, operational and performance objectives.
- Promote, encourage and foster a strong compliance and safety culture relationship to ensure the safety of all personnel, customers and suppliers.
- Leading and fostering creativity, innovation and continuous improvement by providing support and encouragement to develop and maintain a highly engaged and high performing functional team.
- Oversee Gippsland Water's training programs in relation to Wastewater Treatment Plant Operator Competencies.



- Participate and take a lead role in Gippsland Water's after hours on call response roster, and if desired train and take on incident management responsibilities on an as required basis.

### Strategy

- Development, implementation and management of long term strategic planning, through to activity plans for each functional work group.
- Develop, implement, review, and improve asset management practices into routine operational activities, in order to increase the efficiency of operational activities within the workgroup.
- Provide specialist and effective technical advice and support in relation to wastewater quality and treatment process issues, to assist Gippsland Water to achieve its strategic objectives.
- Lead the organisation with the establishment of strategic directions in the development of future technologies in relation to Wastewater Treatment and Commercial Trade Waste.
- Provide high level specialist technical support to the organisation in the management of operational events or emergency incidents that occur, whilst remaining focused on achieving the organisation's environmental regulatory objectives.
- Preparation and management of sustainable expenditure programs and budgets for both the day to day operational activities (OPEX) and the ongoing infrastructure upgrade (CAPEX) activities undertaken by the group in discharging its responsibilities.
- Manage and lead key critical supply and service contracts, in order to ensure a reliable supply of critical materials and services to maintain operational activities.

### Risk

- To identify, assess and manage/mitigate water quality risk within catchments, treatment plants, transfer systems and the reticulation systems in a proactive manner and within GW's Risk Management Framework.
- Develop, maintain and implement appropriate business systems for the management of risk associated with wastewater treatment processes to provide compliance with regulatory requirements; and in particular, GW's Environmental management framework as required to comply with the requirements of the EPA General Environmental Duty requirements.
- Develop, update and maintain all relevant policies and procedural documents to ensure compliance with legislation, regulations, licences and Gippsland Water's Customer Charter and Statement of Obligations requirements.
- Co-ordinate and manage Gippsland Water's auditing obligations under EPA General Environmental Duty requirements.

## Operations

- Ensure the ongoing provision and distribution of resources (staff, equipment, materials) at approximately 15 remote treatment sites across a large geographic region and maintain the ongoing development of staff culture for the provision of a sustainable and safe working environment for staff, customers and suppliers.
- Lead and manage the Commercial Trade Waste Team who are responsible for establishing and maintaining trade waste agreements with Gippsland Water's approximate 800 Commercial Trade Waste Customers to ensure that their waste is discharged to sewer in a manner which will protect wastewater reticulation and treatment capacity in order to maximise the potential for treated waste water recycling.
- Implementation and further development of business systems for management of risk (monitoring, records and reporting, etc.) associated with wastewater treatment processes to provide compliance with regulatory requirements.
- Preparation of sustainable future expenditure budgets for the activities undertaken within the wastewater treatment group responsibilities and to manage day to day expenditures in a manner that aligns with these budgets.
- Participate as required, in the liaison with environmental regulators and statutory agencies, to maintain relationships and communicate developments in statutory requirements within the context of Gippsland Water's wastewater treatment operations.

## JUDGEMENT & REASONING

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The Manager Wastewater Treatment must have:

- Strong initiative, flexibility and problem-solving skills, with a solutions and strategic focus, and ability to analyse complex issues and achieve effective high-quality results in a fast-paced environment.
- Provide guidance to management in wastewater treatment, recycled activities, in order to maximise outcomes whilst minimising risk to the business.
- an understanding of a complex suite of State and Commonwealth Government legislation and policies relating to the environmental management of Gippsland Water's wastewater treatment activities.

The regulatory environment in which Gippsland Water operates is continuously changing. This necessitates the incumbent to be proactive in the review and interpretation of potential impacts, negotiation of specific requirements and objectives with regulators representatives and the development of appropriate reactions, for consideration by the executive team.

Those decisions which are complex and/or without precedent and which require input of technical experts and/or consultants are generally made in consultation with executive management. Where specialist technical knowledge or policy related impacts are evident, this may require prior discussion with the General Manager and or the Executive Team to ensure other strategic and operational matters are not compromised.

The Manager Wastewater Treatment will also assess the likely impacts of current and emerging environmental issues in wastewater treatment on the strategic direction of Gippsland Water, and provide direction and advice with input from the Environment Team to the executive team where potential risks are identified.

## INTERPERSONAL SKILLS/COMMUNICATIONS

This role requires the Manager Wastewater Treatment to utilise their highly developed communication skills, written, verbal and presentation, to suit a diverse range of internal and external customers and stakeholders. These skills will enable them to demystify complex concepts and explain these in a simple format to a range of audiences as well as advise and guide technical and engineering staff on the resolution of complex technical issues.

The role is required to provide briefings to the Executive Team and the Board in relation to short term incidents/events and the consequent impacts/resolutions of such. In addition, they must provide accurate and considered advice regarding the potential impacts and future options and recommendations to resolve long term adverse trends.

### Key Relationships

The Manager Wastewater Treatment will be required to represent Gippsland Water externally in Industry, Local Government and public forums related to environmental, sustainability, catchment, climate and traditional owner activities we provide, including:

- Water industry, including water corporations, catchment management authorities, VicWater, WSAA, IWN;
- Environmental regulator EPA and Ministers Office;
- Other regulators (DELWP, ESC and Department of Health);
- Traditional Owners groups including Gunaikurnai Land and Waters Aboriginal Corporation (GLAWAC) and Bunurong Land Council Aboriginal Corporation;
- Local councils and community groups, external consultants, key stakeholders (including Gippsland Environmental Agency Group (GEA)) and contractors;
- Major service and Assets delivery contractors; and
- Major Customers (Opal).



The Manager Wastewater Treatment will regularly liaise internally with employees from across the business, Managers, the Executive Leadership team and the Board.

The role will work closely with all Departments and workgroups including Commercial Business (specifically Major Systems) to build an understanding of environmental, sustainability and traditional owner requirements and how they relate to business activities, training, contracts and procurement practices and gain their adoption where required of these practices to support business sustainability.

## ESSENTIAL PROOF OF VACCINATION STATUS

To meet our obligations under the *COVID-19 Mandatory Vaccination (Workers) Directions* proof of current COVID-19 vaccination status is required.

Individual's records will be managed appropriately in strict accordance with Gippsland Water's Privacy Policy, the Privacy and Data Protection Act 2014 (Vic) and Health Records Act (2001) [Vic].

## KNOWLEDGE, SKILLS & EXPERIENCE

### ESSENTIAL & DESIRED FORMAL QUALIFICATION

Essential:	Desirable:
<ul style="list-style-type: none"> <li>Tertiary degree in an appropriate discipline or significant relevant and demonstrated experience in a similar field.</li> </ul>	<ul style="list-style-type: none"> <li>Additional post graduate qualifications in an environmental/science related technical field are well regarded.</li> </ul>

### ESSENTIAL & DESIRED SKILLS/EXPERIENCE

Essential:	Desirable:
<ul style="list-style-type: none"> <li>Demonstrated successful leadership of people and the development of high performing teams, including in pressure and time limited situations.</li> <li>Current knowledge of contemporary wastewater and recycled water governance issues.</li> <li>Extensive experience in the management of wastewater treatment facilities and the application of technical principals.</li> </ul>	<ul style="list-style-type: none"> <li>Substantial experience in the leadership of wastewater or relatable teams operating in a complex regulatory environment.</li> </ul>



- Demonstrated experience and capacity to influence at a Senior Management Level.
- Demonstrated highly developed communication skills, including simplifying complex issues, with the ability to negotiate and tailor messaging to suit the required audience.
- Possess a sound understanding of safety and environmental, obligations and regulations.
- Possess a sound knowledge of Government regulations and Government policy in the water industry including wastewater, recycled water and trade waste.
- A sound understanding of and experience with the use of risk management, environmental management and emergency management/business continuity systems within the water industry or similar.
- Ability to build and maintain strong relationships, communicate effectively and negotiate outcomes with the regulators, suppliers, customers and stakeholders.
- Demonstrated sound financial and business acumen.

## SELECTION CRITERIA

- Demonstrated experience in successful leadership, people management and development of high performing teams.
- Demonstrated knowledge and/or experience in operations and management within the wastewater treatment industry, or other relevant sector.
- Demonstrated experience working and delivering outstanding outcomes in a highly regulated environmental compliance organisation (e.g. Acts, Regulations, Codes of Practice) within the water industry or similar.



- A sound understanding of, and experience with, the use of risk, environmental and emergency management systems within the water industry or similar.
- Demonstrated commitment to safety leadership and achieving exceptional outcomes.





Gippsland  
Water