

Join our team

Manager Water Treatment and Quality
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

POSITION DESCRIPTION

Manager Water Treatment and Quality

POSITION DETAILS

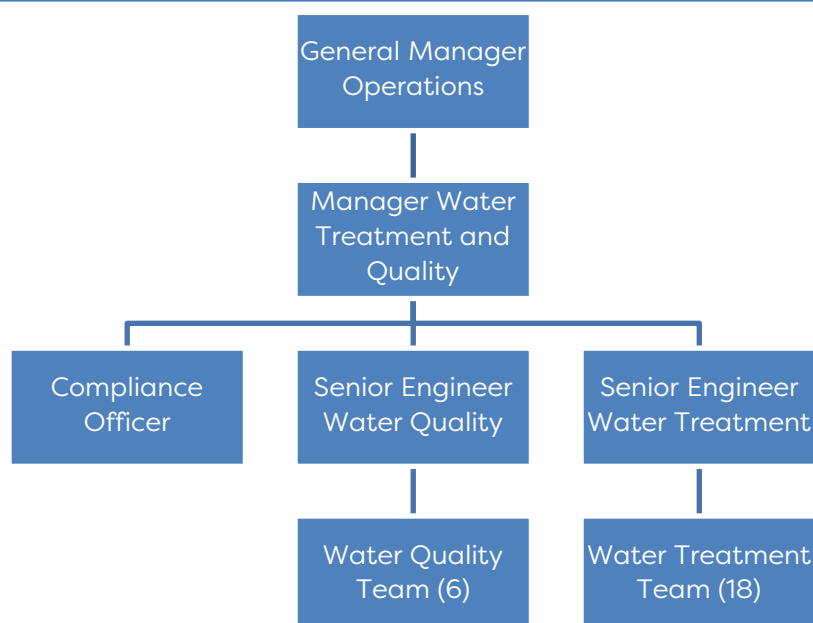
Position Title:	Manager Water Treatment and Quality
Reports to:	General Manager Operations
Department:	Operations
Location:	Traralgon
Date:	May 2022
Document Reference:	COR/10/9252

PURPOSE OF POSITION

The Manager Water Treatment and Quality plays a significant strategic leadership role in the operation and maintenance of Gippsland Water's water treatment facilities and resources

The roles primary objective of ensuring the provision of safe drinking water to our customers which meets both regulatory and industry guidelines and standards and customer expectations.

ORGANISATION STRUCTURE



KEY ACCOUNTABILITIES

This position is directly accountable for safety, operation and regulatory performance of 16 Potable Water Treatment Systems within Gippsland Water's region utilising a risk based approach to ensure:

- An uninterrupted supply of potable water to our customers; and
- That all requirements of the ***Safe Drinking Water Act*** are met.

It is also focused on managing two functional workgroups and providing leadership for ongoing organisational sustainability and improvement initiatives across:

Water Treatment

- Manage 15 Water Treatment plants and associated infrastructure to provide potable drinking water to 43 towns within the central Gippsland Region without interruption to supply; and
- Accurate, timely expert technical and strategic advice on the management of the public health and aesthetic aspects of Gippsland Water's Water Treatment operations, with the objective to identify and mitigate the associated raw water quality, treatment and environmental risks in order to comply with relevant safe drinking water legislation and stakeholder expectations.

Water Quality

- Manage the safety of potable drinking water within the potable water distribution and reticulation systems across Gippsland Water's water districts.

Expenditure:	\$10m Opex, \$1.7m Capex
Staff Management:	No. of staff reporting directly - 3
	No. of staff reporting indirectly - 24
Asset Management	15 advanced technology treatment plants, circa \$350m value

KEY RESPONSIBILITIES

The Manager Water Treatment and Quality 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 water treatment and water quality activities by;

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 potable water treatment facilities in line with Gippsland Water's external regulatory performance objectives;

- Maintain the balance of appropriate resources, skills and knowledge of staff in the Water Treatment and Quality 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 Water Treatment Plant Operator Competencies; and
- 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, work and 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 potable water 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 Water Treatment and Quality;
- Provide high level specialist technical support to the organisation in the management of operational events or emergency incidents that occur, whilst remaining focussed on achieving the organisation's drinking water 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; and
- 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

- Manage and mitigate business public health and emerging contaminant strategic risks to ensure no loss of focus through aligned department, workgroup and operational risk registers;
- 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 to satisfy the "catchment to tap approach" required under the Safe drinking Water Act;
- Develop, maintain and implement appropriate business systems for the management of risk associated with drinking water treatment processes to provide compliance with regulatory requirements; and in particular, GW's Drinking water quality management framework as required to comply with the requirements of the Safe drinking Water Act and Australian Drinking Water Guidelines;
- 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; and
- Co-ordinate and manage Gippsland Water's auditing obligations under the Safe Drinking Water Act.

Operations

- Ensure the ongoing provision and distribution of resources (staff, equipment, materials) at approximately 15 remote treatment and associated infrastructure to provide safe potable drinking water within the central Gippsland Region without interruption to supply;
- Manage the safety of potable drinking water within the potable water distribution and reticulation systems across Gippsland Waters water districts to 43 towns without interruption to supply;
- 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 Water Treatment and Quality teams who are responsible for establishing and maintaining safe drinking water across Gippsland Water's approximate 75,000 customers across 43 towns; and
- 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

The Manager Water Treatment and Quality 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; and
- An understanding of a complex suite of State and Commonwealth Government legislation and policies relating to the environmental management of Gippsland Water's water 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 Water Treatment and Quality 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 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 Water Treatment and Quality will be required to represent Gippsland Water externally in Industry, Local Government and public forums related to public health, environmental, safety, catchment, 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; and
- Major service and Assets delivery contractors.

The role 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 to build an understanding of public health and safe drinking water 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"> • Tertiary degree in an appropriate discipline or significant relevant and demonstrated experience in a similar field. 	<ul style="list-style-type: none"> • Additional post graduate qualifications in an environmental/science related technical field are well regarded.



ESSENTIAL & DESIRED SKILLS/EXPERIENCE

Essential:	Desirable:
<ul style="list-style-type: none"> • Demonstrated experience in the successful leadership of people and the development of high performing teams in a change environment; • Current knowledge of contemporary water treatment and water quality governance issues; • Demonstrated highly developed communication skills with the ability to negotiate and tailor messaging to suit the required audience; • Demonstrated highly developed management and leadership skills providing strategic direction for a critical group of staff; • Demonstrated sound understanding and knowledge of Government Policy and Regulations in relation to Drinking Water and Environment Protection; • Possess a sound understanding of safety and environmental, obligations and regulations; • Demonstrated understanding of Emergency Management and business continuity processes as they apply to Water Industry; • Demonstrated knowledge and understanding of significant service/supply contracts and the ability to develop and negotiate satisfactory outcomes for the organisation; and • Demonstrated sound financial and business acumen. 	<ul style="list-style-type: none"> • Project, maintenance and/or risk Management; • Asset Management; and • Safety management.

SELECTION CRITERIA

- Demonstrated experience in the successful leadership and people management development of high performing teams.
- Demonstrated knowledge and/or experience in operations and management within the water treatment or related industry.



- Demonstrated experience working and delivering outstanding outcomes in a highly regulated public health compliance environment (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.
- Proven delivery focus and demonstrated ability to drive and achieve exceptional outcomes.





Gippsland
Water