

POSITION DESCRIPTION

POSITION: Leading Hand Water	
DIRECTORATE: City Infrastructure	GROUP: Water and Waste Services
SECTION: Water and Wastewater Services	REPORTS TO: Various Supervisors in Section
GRADE: C	EMPLOYMENT TYPE: Permanent Full Time
HOURS/WEEK: 38	POSITION No.: Various
DATE: February 2025	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

Our City Infrastructure Directorate is responsible for planning, designing, delivering, operating and maintaining transport, open space, water and waste infrastructure for our local government area and delivering civil construction projects for clients.

THE GROUP/SECTION

Our Water and Waste Services Group is responsible for planning, delivering, operating and maintaining the City's water, wastewater facilities and networks and waste management and resource recovery facilities.

POSITION OBJECTIVES

- Operate, repair, maintain, install and construct water infrastructure in accordance with the City's objectives, levels of service, programs, standards and procedures
- Demonstrate a commitment to City of Coffs Harbour's core values, comply with the Code of Conduct and promote the image of City's as an efficient and professional organisation.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management

Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
 - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

- Carrying out maintenance and repair works on mains, meters and reservoirs to a maintenance programme at supervisors request and to the required technical, safety and environmental standards.
- Assist in the policing of water restrictions when required to ensure conservation of water in an efficient and diplomatic manner.
- Carrying out minor mains construction works and meter installation to the required technical, safety and environmental standards.
- Carry out works safely, to meet the needs of The City's customers with minimum inconvenience or disruption to people and traffic.
- Ensure that the vehicle assigned to you is operated and maintained efficiently, effectively and to the required standard.
- Ensure that the water quality meets the standards required by The City and that any deviation from these standards is immediately reported to the Coordinator Water Operations, Team Leader Water and/or Section Leader.
- Ensure that all plant allocated is used efficiently and effectively, and maintained and operated safely to The City's codes and standards.
- Carry out duties to the agreed performance levels.
- Monitor costs as works proceed to ensure that the works are carried out within budget limitations and when adverse trends are detected advise the Water Supply Coordinator so that corrective action may be determined.
- Generally organise allocated tasks to make the best use of plant, materials, time and resources.
- Work within the Water and Sewer Section teams to ensure that the teams are flexible, adaptive, efficient, productive, and are receptive to changing work practices
- By fair and honest supervision ensure that works assigned to you and undertaken by contract are in accordance with contract documentation or hire agreements.
- When responding to out-of-hours incidents contact appropriate contractor, in accordance with contract documentation or service/hire agreements, or supervisor, as required
- Ensure that all works executed by you, contract or sub-contract, are carried out safely and meet the needs of The City's customers with minimum inconvenience to people and traffic
- Ensure that all works executed by you, contract or sub-contract, are carried out in an environmentally responsible manner and in accordance with legislation and The City Policies.
- Ensure that you adopt an attitude of monitoring and improvement of work methods and materials use, and ensure suggestions for improvements or modifications are advised to your supervisor and Coordinator.
- Understand the reasons for, the process of and undertake performance management reviews
- Provide input as required to the ongoing review of staff operations to ensure delegation, accountability, flexibility and adaptability are accepted and implemented where applicable by all staff
- To be available to participate in at least an on call roster for after-hours emergency call outs.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Water & Wastewater Supervisors
- Water & Wastewater Attendants
- Coordinator Water Operations & Coordinator Wastewater Operations
- Section Leader Water & Wastewater Services
- Team Leader Water Services
- Team Leader Wastewater Services
- Water & Wastewater Technical Officers
- Water & Wastewater Operations Team

External

- Customers/Suppliers
- Contractors
- Members of the public and rate payers

OTHER POSITION REQUIREMENTS

- Based on a 38 hour week, working hours are weekdays between 06:00 and 19:00, actual start and finish times to be arranged between the employee and people leader.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- Subject to operational requirements you may be required to be on-call outside of normal hours, with payment as per the Award.
- The following allowances apply where the position requirements and/or nature of work meet the criteria for payment in accordance with the Award or the City's EA:
 - On Call allowance
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position is located at Marcia Street Depot with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position may on occasions be required to work outside of the City area for extended periods. Appropriate allowances or reimbursement will be provided.
- This position involves working in a predominantly outdoor environment where a varying range of temperatures, weather conditions and walking surfaces may be experienced. The position requires a moderate level of aerobic and physical fitness to undertake regular physical activities such as walking, lifting, pulling, pushing along with the capacity to maintain normal manual handling tasks across the work day – depending on the nature of the tasks undertaken. The use of relevant work method statements and appropriate WHS standards are an integral part of the role. A full functional and medical assessment is required for this position

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Experience in construction, maintenance, repairs and operation of water mains and services
- MR licence
- Certificate III in Water Industry Operations or equivalent trade qualification
- National Construction Induction Training Certificate (White card)

Desirable

- MSMSS00021 Operate a hydro excavation system
- First aid certificate
- Traffic control certificate
- Safely access rail corridors
- Chemical Certificate
- Working at Heights
- Working near overhead powerlines
- Asbestos awareness
- Confined Space Certificate
- Demonstrated knowledge of plant and equipment operation, maintenance and safety procedures for: backhoe, truck, pumps, compressors, concrete mixers, generators, power tools and pipe locating equipment.

CAPABILITIES

- Demonstrated written, verbal and numeracy skills.
- Demonstrated keyboard skills and computer literacy with knowledge and experience in word processing, MS Project, spreadsheets, Internet, and email.
- Understanding of Work Health and Safety Legislation as applied

Position Demands Analysis

Leading Hand Water

EXPOSURE RATING TABLE			
No exposure	Low Exposure	Medium Exposure	High Exposure
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	1	2	3

PHYSICAL REQUIREMENTS					
Sedentary work lifting 0-4.5kg	2	Elevating arms above shoulder height	1	Climbing to access / exit excavations	1
Light work lifting 4.5-9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods	1
Medium work lifting 9.1-22.7kg	1	Sitting for extended periods	1	Crawling	1
Heavy work lifting 22.7-45.5kg	1	Standing for extended periods	3	Balancing	2
		Walking for extended periods	1	Hearing above background noise	2
Repetitive Lifting	1	Walking on uneven ground	2	Depth perception	1
Pulling Loads > 5kg	1	Frequent bending / stooping	2	Colour vision	1
Pushing loads > 5kg	1	Shovelling / digging	1	Fine manipulation	2
Lifting with trunk twisting	1	Throwing	1		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	3	Dust Mask / Respirator	1	Reflective vest	1
Hard hat	1	Protective eyewear	1	Breathing Apparatus (BA)	0
Ear plugs / muffs	1	Gloves	2		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	3			Odours	1
Liquids	3			Mists / Fumes	1
Herbicide spraying	0			Possible exposure to sharps	0
Pesticide spraying	0			Possible exposure to Tetanus	1
Gases / Vapours	1			Possible exposure to Hepatitis A, B, C	0
Working with solvents	1			Possible exposure to blood / bodily fluids	0
				Possible exposure to plant pathogens	1
PHYSICAL/PSYCHOLOGICAL					
Inside work	1	Working near machinery	1	Slippery surfaces	1
Outside work	3	Operating machinery	1	Low light areas	1
Confined spaces	1	Vibration	0	Shift work	1
Working alone	1	Working at heights	1	Use of computer for screen based activities	1
Working with hot substances	1	High Temperatures > 38 degrees	0	Prolonged Driving (periods > 2hrs)	1
Working with cold substances	1	Low Temps < 3 degrees	0	Violence / aggression from customers	1
Noisy work areas	2	Fatigue	1	Violence / aggression from animals / wildlife	1

POSITION DESCRIPTION

POSITION: Leading Hand Wastewater	
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THE GROUP/SECTION

Our Water and Waste Services Group is responsible for planning, delivering, operating and maintaining the City's water, wastewater facilities and networks and waste management and resource recovery facilities.

POSITION OBJECTIVES

- Operate, investigate, repair, maintain, install and construct sewerage infrastructure in accordance with the City's objectives, levels of service, programs, standards and procedures
- Demonstrate a commitment to The City's core values, comply with the Code of Conduct and promote the image of The City as an efficient and professional organisation.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
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- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
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- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

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 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

- Carrying out of pipeline CCTV inspections for sewer, stormwater and external customers.
- To carry out sewer rehabilitation investigations including but not limited to, infiltration/inflow investigations and smoke testing to achieve best practice in sewer rehabilitation.
- To carry out maintenance and repair works on mains and sewers in accordance with the jetting program for repeat chokes and sewer maintenance programs at the request of the various Supervisors or Coordinator Wastewater Operations in the Wastewater Team to the required technical, safety and environmental standards
- To operate and maintain the sewerage infrastructure (across the Local Government Area) as directed
- Undertake the clearing of sewer chokes as soon as practicable to the required safety, environmental and health standards including choke retrieval, clean up, disinfection and provision of advice to affected residents.
- Carry out minor mains construction, cutting in of junctions, raising of manholes, and connection of extended gravity mains to Council's sewer system, to the required technical, safety and environmental standards.
- To carrying out works safely, to meet the needs of Council's customers with minimum inconvenience or disruption to people and traffic.
- Ensure that all customer complaints are rectified as soon as possible.
- Provide sewer locations to plumbers, builders and ratepayers as requested by them.
- Ensure flexibility of the Branch by being capable of working in all Leading Hand Wastewater positions across the LGA.
- Carrying out minor mains construction works to the required technical, safety and environmental standards.
- Carry out works safely, to meet the needs of The City's customers with minimum inconvenience or disruption to people and traffic.
- Ensure that the vehicle assigned to you is operated and maintained efficiently, effectively and to the required standard.
- Ensure that all plant allocated is used efficiently and effectively, and maintained and operated safely to The City's codes and standards.
- Carry out duties to the agreed performance levels.
- Monitor costs as works proceed to ensure that the works are carried out within budget limitations and when adverse trends are detected advise the Wastewater Coordinator so that corrective action may be determined.
- Generally organise allocated tasks to make the best use of plant, materials, time and resources.
- Work within the Water and Wastewater Section teams to ensure that the teams are flexible, adaptive, efficient, productive, and are receptive to changing work practices
- By fair and honest supervision ensure that works assigned to you and undertaken by contract are in accordance with contract documentation or hire agreements.
- When responding to out-of-hours incidents contact appropriate contractor, in accordance with contract documentation or service/hire agreements, or supervisor, as required
- Ensure that all works executed by you, contract or sub-contract, are carried out safely and meet the needs of The City's customers with minimum inconvenience to people and traffic
- Ensure that all works executed by you, contract or sub-contract, are carried out in an environmentally responsible manner and in accordance with legislation and The City Policies.
- Ensure that you adopt an attitude of monitoring and improvement of work methods and materials use, and ensure suggestions for improvements or modifications are advised to your supervisor and Coordinator.
- Understand the reasons for, the process of and undertake performance management reviews

- Provide input as required to the ongoing review of staff operations to ensure delegation, accountability, flexibility and adaptability are accepted and implemented where applicable by all staff
- Be available to participate in an on call roster for after hours emergency call outs to maintain service delivery to the City.
- Undertake other duties as directed by Supervisors, Coordinators, Team Leaders or Section Leader.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Wastewater Supervisors
- Wastewater Operations Teams
- Coordinator Wastewater Operations
- Team Leader Wastewater Services
- Wastewater Technical Officers
- Section Leader Water & Wastewater Services

External

- Customers/Suppliers
- Contractors
- Members of the public and rate payers

OTHER POSITION REQUIREMENTS

- Based on a 38 hour week, working hours are weekdays between 06:00 and 19:00, actual start and finish times to be arranged between the employee and people leader.
- Flex time may be available in accordance with City procedures.
- Work may be required to be undertaken outside of ordinary working hours as agreed with your People Leader. Payment will be in accordance with the Award and the City's Enterprise Agreement (EA).
- Subject to operational requirements you may be required to be on-call outside of normal hours, with payment as per the Award.
- The following allowances apply where the position requirements and/or nature of work meet the criteria for payment in accordance with the Award or the City's EA:
 - On Call allowance
 - Live Sewer allowance
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position will be provided with the following vaccinations:
 - Hepatitis A
 - Hepatitis B
- This position is located at the Marcia Street Depot with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position may on occasions be required to work outside of the City area for extended periods. Appropriate allowances or reimbursement will be provided.
- This position involves working in a predominantly outdoor environment where a varying range of temperatures, weather conditions and walking surfaces may be experienced. The position requires a moderate level of aerobic and physical fitness to undertake regular physical activities such as walking, lifting, pulling, pushing along with the capacity to maintain normal manual handling tasks across the work day – depending on the nature of the tasks undertaken. The use of relevant work method statements and appropriate WHS standards are an integral part of the role. A full functional and medical assessment is required for this position.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Certificate III in Water Industry Operations or equivalent qualification
- Experience in construction, maintenance, repairs and operation of sewers and other relevant infrastructure including the laying of sewers and cutting in junctions.
- MR licence
- National Construction Induction Training Certificate (White card).
- Confined Spaces
- Working at Heights
- Working near overhead powerlines

Desirable

- MSMSS00019 (or equivalent) - Operate a Drain Cleaning System Certification
- Safely access rail corridors
- Demonstrated knowledge of plant and equipment operation, maintenance and safety procedures for: backhoe, truck, pumps, compressors, concrete mixers, generators, power tools and pipe locating equipment.
- Asbestos awareness
- First aid certificate
- Traffic control certificate

CAPABILITIES

- Demonstrated experience in maintenance and construction of Wastewater infrastructure
- Demonstrated high level interpersonal and customer service skills
- Demonstrated high level computer and digital literacy including ability to utilise project scheduling and information management software systems
- Demonstrated experience with wastewater maintenance.
- Demonstrated knowledge of general plant and equipment operations, maintenance and safety procedures (CCTV equipment, trenchless technology, backhoe, truck, pumps, compressors, concrete mixers, generators, power tools and pipe locating equipment).
- Ability to role model the City's Values.
- Demonstrated experience with Technology One software systems
- Demonstrated organisational and personal time management skills.
- Ability to work well under pressure i.e., prioritise tasks, manage time effectively and adapt to change maintaining a calm demeanour.

Position Demands Analysis Leading Hand Wastewater

EXPOSURE RATING TABLE			
No exposure	Low Exposure	Medium Exposure	High Exposure
0 hrs daily	0-2 hrs daily	2-4 hrs daily	4-8 hrs daily
0	1	2	3

PHYSICAL REQUIREMENTS					
Sedentary work lifting 0-4.5kg	2	Elevating arms above shoulder height	1	Climbing to access / exit excavations	1
Light work lifting 4.5-9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods	1
Medium work lifting 9.1-22.7kg	1	Sitting for extended periods	1	Crawling	1
Heavy work lifting 22.7-45.5kg	1	Standing for extended periods	2	Balancing	2
		Walking for extended periods	1	Hearing above background noise	2
Repetitive Lifting	1	Walking on uneven ground	2	Depth perception	1
Pulling Loads > 5kg	1	Frequent bending / stooping	2	Colour vision	0
Pushing loads > 5kg	1	Shovelling / digging	1	Fine manipulation	2
Lifting with trunk twisting	1	Throwing	1		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	3	Dust Mask / Respirator	1	Reflective vest	1
Hard hat	1	Protective eyewear	1	Breathing Apparatus (BA)	0
Ear plugs / muffs	1	Gloves	2		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	3			Odours	3
Liquids	3			Mists / Fumes	1
Herbicide spraying	0			Possible exposure to sharps	2
Pesticide spraying	0			Possible exposure to Tetanus	2
Gases / Vapours	1			Possible exposure to Hepatitis A, B, C	2
Working with solvents	2			Possible exposure to blood / bodily fluids	2
				Possible exposure to plant pathogens	1
PHYSICAL/PSYCHOLOGICAL					
Inside work	1	Working near machinery	2	Slippery surfaces	1
Outside work	3	Operating machinery	1	Low light areas	1
Confined spaces	1	Vibration	0	Shift work	0
Working alone	2	Working at heights	1	Use of computer for screen based activities	1
Working with hot substances	1	High Temperatures > 38 degrees	0	Prolonged Driving (periods > 2hrs)	1
Working with cold substances	1	Low Temps < 3 degrees	0	Violence / aggression from customers	1
Noisy work areas	2	Fatigue	1	Violence / aggression from animals / wildlife	1