

POSITION DESCRIPTION

POSITION: Supervisor Water Central	
DIRECTORATE: City Infrastructure	GROUP: Water and Waste Services
SECTION: Water and Wastewater Services	REPORTS TO: Coordinator Water Operations
GRADE: E	EMPLOYMENT TYPE: Permanent Full Time
HOURS/WEEK: 38	POSITION No.:
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

- To install, construct, operate, repair and maintain The City's water supply infrastructure in accordance with the organisation objectives, programmes, performance criteria, and procedures.
- Ensure all works are completed to City standards and all relevant information is updated to asset register to improve data collection and planning future works
- Demonstrate a commitment to City of Coffs Harbour'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.
- 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

- The role will undertake quality assurance and quality control activities and take responsibility for all aspects of site supervision.
- Overall responsibility and accountability for operational delivery for Water Reticulation within Water Operations.
- Carrying out works including but not limited to:
 - Maintenance and repair on mains, meters, disinfection systems and reservoirs to a maintenance programme at the Coordinators' request and to the required technical, safety and environmental standards.
 - Carrying out minor mains construction works and meter installation to the required technical, safety and environmental standards. Induct and train relevant staff following completion of the works.
 - Carry out other works as requested by the Coordinator Water Operations.
- Monitor costs as works proceed to ensure that the works are carried out within budget limitations and when adverse trends are detected, advise the Coordinator Water Operations so that corrective action may be determined.
- Carrying out chlorine residual tests and other relevant tests to ensure water quality standards to the consumer are met.
- To administer water restrictions when required to ensure conservation of water in an efficient and diplomatic manner.
- Carry out duties to ensure:
 - 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 Services or Section Leader Water & Wastewater Services
 - All public utilities are located before work is commenced.
 - Dialysis patients are notified prior to water supply disruptions.
 - All customer complaints are attended to as soon as possible.
 - That all works executed by you, contract or sub-contract, are carried out in an environmentally responsible manner and in accordance with legislation and City Policies.
 - That you adopt an attitude of monitoring and improvement of work methods and materials use, and to ensure suggestions for improvements or modifications are advised to Coordinator Water Operations.
 - All plant allocated is used efficiently, effectively, maintained, and operated safely to City codes and standards.
- Assist with water main and service locations when necessary.
- Plan day to day tasks for the efficient use of staff, plant, materials, time and resources.
- Work within the Water & Wastewater Section and with the City's Infrastructure Construction and Maintenance 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 an appropriate contractor, in accordance with contract documentation or service/hire agreements, or supervisor, as required.
- Conduct pre and post operational checks and report all maintenance matters to the Workshop in a timely manner.
- Demonstrated knowledge of Environmental Work Method Statements for water supply and construction and maintenance activities, relevant Environmental Management Plans and the City's Environmental standards relating to Construction and Maintenance works.



- All aspects of people leadership responsibilities (including staff management, allocation of tasks, coordination of team resources, timesheets, leave applications and performance management).
- Lead staff under your supervision to ensure they are flexible, adaptive, efficient and productive, with particular regard to:
 - Coordinating the allocation and effective use of resources to deliver on the organisation's business needs and work priorities, as determined by the Section Leader.
 - Assist in establishing work teams and individual objectives and the communication of those objectives.
 - Monitoring workloads and outcomes to ensure that targets are being met and duties are undertaken in an efficient and competent manner, in accordance with position descriptions, delegations and City policies.
 - Undertake performance appraisals for staff under your supervision.
 - Assisting staff by facilitating opportunities to develop their skills, qualifications and career aspirations, whilst ensuring the need to plan for staff succession.
 - Ensuring that you, and your staff, are safety conscious and work to the requirements of the WHS Act, WHS regulation and Council's Workplace Health and Safety Management System.
- To be available to participate in an on call roster for after-hours emergency call outs to maintain service delivery to the City.
- Works will not be limited to a defined area of the City, and you may be required to work across the Local Government Area.
- Undertake other duties as directed by 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

- Coordinator Water Operations
- Section Leader Water & Wastewater Services
- Team Leader Water Services
- Water Technical Officers
- Water Supervisors
- Water 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/Monday to Sunday 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

- Cert IV in Water Operations (or equivalent)
- General Construction Induction (White Card)
- Class MR Drivers Licence
- Demonstrated solid experience in the Water/Plumbing industry
- Relevant experience working with Water systems
- Relevant experience in a leadership / supervisory capacity

Desirable

- First Aid Certificate / CPR
- Certification for Entry to Confined Spaces.
- Working at Heights
- MSMSS00021 - Operate a hydro excavation system

CAPABILITIES

- Demonstrated capability in the supervision of staff, suppliers, and contractors.
- Demonstrated high level verbal and written communication skills.
- Demonstrated high level interpersonal skills.
- Demonstrated skills working in a team environment.
- Demonstrated high level computer and digital literacy including ability to utilise project scheduling and information management software systems
- Demonstrated knowledge of water reticulation systems.
- Demonstrated experience in project management principles, infrastructure maintenance management planning and scheduling.
- Demonstrated experience with Technology One software systems

Position Demands Analysis

Supervisor Water Central

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