

## POSITION DESCRIPTION

<b>POSITION:</b> Supervisor Wastewater Investigations	
<b>DIRECTORATE:</b> City Infrastructure	<b>GROUP:</b> Water and Waste Services
<b>SECTION:</b> Water and Wastewater Services	<b>REPORTS TO:</b> Coordinator Wastewater Operations
<b>GRADE:</b> E	<b>EMPLOYMENT TYPE:</b> Permanent Full Time
<b>HOURS/WEEK:</b> 38	<b>POSITION No.:</b> 1190
<b>DATE:</b> 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 identify and investigate defects in the City wastewater assets in accordance with the organisation's objectives, programs, performance criteria, standards and procedures.
- Organise and plan works to complete investigations of City wastewater infrastructure including but not limited to rising mains, gravity sewer mains, manholes, junctions and house service lines.
- 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 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**

- 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 Wastewater Investigations within Wastewater Operations.
- Provide direction and supervision to the in-field smoke testing and defect rehabilitation staff which may include but is not limited to:
  - Stakeholder management
  - Testing and works planning.
  - Risk and WHS management
  - Management of subcontractors on site where applicable
- Specific tasks relating to the House Sewer Connection Strategy and sewer smoke testing will include but not be limited to:
  - Providing direction and support to field teams in implementing City of Coffs Harbour's House Sewer Connection Inflow Strategy by acting as liaison between the technical and administrative side of the project, and field testing and defect rectification works.
  - Provide assistance to the Team Leader Wastewater and Technical Officer in planning and coordination of public notifications ahead of field-testing work, as per the approved Project Communications Plan
  - Supervision of staff undertaking field smoke testing, asset inspection works and defect identification.
  - Provide assistance in planning, coordination and inspection of defect repair works for both private and the City's assets.
- Specific tasks relating to the investigation of works using CCTV van will include but not be limited to:
  - Ensuring the CCTV process is planned, completed and reviewed in line with guidelines relating to wastewater reticulation investigations
  - Assisting with the uploading of all data through online review platforms including being updated in the asset register showing relevant information
- Assist with water and wastewater defect entry, triage and processing, status and tracking
- Liaise with Coordinator Wastewater, Technical Officers and work crews to help plan and coordinate and inspect repair and rectification works.
- Undertake all works in accordance with City of Coffs Harbour's established standards, protocols and procedures and all relevant legislation including EPA Act, POEP Act, WHS Act, LG Act.
- Liaise with all internal and external stakeholder groups to resolve conflicts and produce favourable outcomes.
- Carry out works safely, to meet the needs of the City's customers with minimum inconvenience or disruption to people and services.
- Effectively communicate by verbal, written and electronic mediums with a range of stakeholders, including contractors, field and administrative staff and members of the public (home owners)
- Demonstrate a commitment to the City's core values, comply with the Code of Conduct and promote the image of the City of Coffs Harbour as an efficient and professional organisation.
- 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.
- 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 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

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

### External

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

## **OTHER POSITION REQUIREMENTS**

- Based on a 38 hour week, working hours are 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
  - 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 workday – 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 similar)
- National Construction Induction (White Card)
- MR Class Drivers Licence
- Enter and Work in Confined Spaces
- Work Safely at Heights
- Relevant experience in a leadership / supervisory capacity

### Desirable

- First Aid Certificate / CPR
- Working Near Overhead Powerlines
- Traffic Management
- Asbestos Awareness
- High Risk Licences – DG, CN
- Safely Access Rail Corridor
- NWPNET037 – Inspect sewer or stormwater assets training certificate
- MSMSS00019 - Operate a Drain Cleaning System Certification
- MSMSS00021 - Operate a hydro excavation system

## **CAPABILITIES**

- Demonstrated capability in the supervision of staff, suppliers, and contractors.
- Demonstrated experience in maintenance and construction of Water/Wastewater infrastructure including the installation of services
- Demonstrated experience in leading teams to deliver projects
- 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 Inflow and infiltration identification and rectification.
- 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).
- Demonstrated knowledge of, and ability to assist with planning and scheduling maintenance works.
- Ability to effectively lead a small team, including all aspects of people leadership, performance management, coaching, and mentoring.
- Ability to role model the City's Values.
- Demonstrated experience with Technology One software systems

## Position Demands Analysis

### Supervisor Wastewater Investigations

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