

POSITION DESCRIPTION

POSITION: Coordinator Water Operations	
DIRECTORATE: City Infrastructure	GROUP: Water and Waste Services
SECTION: Water and Wastewater Services	REPORTS TO: Team Leader Water Services
GRADE: F	EMPLOYMENT TYPE: Permanent Full Time
HOURS/WEEK: 38	POSITION No.: 1183
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 advise, guide, train and co-ordinate water staff so that the operation and maintenance of water reticulation infrastructure is undertaken in accordance with Council's objectives, levels of service, 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

- Ensure the proper operation and maintenance of the City of Coffs Harbour's water reservoirs, pump stations, dosing systems, and water mains by providing training, advice, guidance and co-ordinating daily tasks to supervisors
- Ensure the reticulation infrastructure is operated correctly to supply consumers with a reliable service to required standards
- Ensure that all works executed by staff, contract or sub-contract are carried out safely, meeting the needs of the City's customers with minimum inconvenience or disruption to people and traffic
- Ensure that contract works assigned to you, are completed in accordance with contract documentation or hire agreements and that you provide fair and honest supervision of contractors

- Ensure that works assigned to you are undertaken in accordance with all relevant legislation including EP&A Act, POEO Act, WHS Act, LG Act, PH Act
- Ensure that the appropriate equipment is obtained to carry out all tasks efficiently and effectively while ensuring the health and safety of all staff and the general public.
- Assist in the implementation of a maintenance management system to enable the efficient allocation of works and collection of task related data.
- Oversee reticulation maintenance and inspection schedules including allocation and creation of work orders for planned and unplanned works.
- Utilise Council's telemetry/SCADA system to monitor, respond to alarms and operate water and sewer assets, as appropriate.
- Be available to participate in an on call roster for after hours and emergency call outs.
- 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.
 - Assisting 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 the City's Workplace Health and Safety Management System.
- Assist in formulating accurate budgets for maintenance works.
- Comply with all City purchasing policies, procedures and delegations, ensuring the accuracy of all payment claims to contractors and suppliers.
- Monitor costs and overtime expenditure to ensure that works are carried out within budget limitations.
- Identify adverse trends, and areas where savings can be made to reduce the cost of service delivery.
- Accurately complete time sheets, plant sheets, quarry sheets, daily diary, cost sheets, orders and requisitions.
- 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 Water Services
- Water Technical Officers
- Water Supervisors
- Water Operations team
- Other areas of the City of Coffs Harbour

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 indoor and/or outdoor, along with computer work. 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. Appropriate WHS standards will be applied for all manual handling activity. A full functional and medical assessment is required for this position.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Cert IV in Water Operations (or equivalent)
- National Construction Induction (White Card)
- C Class Drivers Licence
- Enter and Work in Confined Spaces
- Work Safely at Heights
- Previous significant experience in a Leadership role, including the supervision of staff, suppliers and contractors; or a tertiary qualification in leadership

Desirable

- Working Near Overhead Powerlines
- Traffic Management
- Asbestos Awareness
- First Aid/CPR

CAPABILITIES

- Demonstrated significant experience in the Water/Wastewater industry
- Experience in leading teams in the delivery of Water/Wastewater maintenance programs
- Ability to supervise and administer Water/Wastewater works including WHS management, Environmental management and Quality management
- Demonstrated knowledge of, and experience in, planning and scheduling maintenance works.
- Demonstrated experience in scoping and delivering improvement projects to deliver improved business outcomes
- Demonstrated experience in process mapping and process reengineering.
- 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 computer skills with experience in word processing, spread sheets, Technology One, SCADA ViewX, project scheduling
- Knowledge of and ability to read and understand construction plans, level sheets, use laser levels and levels, establish line and level control pegs and issue clear written instructions
- Knowledge of construction activities including; water mains construction, sewer main construction, installation of new services, meters and backflow prevention devices, road restoration and repairs, concrete works and repairs (thrust blocks, anchor blocks, foot paving, kerb and gutter, laybacks and drainage), landscaping and erosion control works, subsoil drainage, shoring of trenches and other excavations
- Demonstrated time management skills
- Experience in the coordination of works
- Experience in role modelling, coaching and mentoring staff

Position Demands Analysis

Coordinator Water Operations

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	1	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	3	Crawling	1
Heavy work lifting 22.7-45.5kg	0	Standing for extended periods	1	Balancing	1
		Walking for extended periods	1	Hearing above background noise	1
Repetitive Lifting	1	Walking on uneven ground	1	Depth perception	1
Pulling Loads > 5kg	1	Frequent bending / stooping	1	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	1		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	1			Odours	1
Liquids	1			Mists / Fumes	1
Herbicide spraying	0			Possible exposure to sharps	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	1			Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0
				Possible exposure to plant pathogens	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	1	Slippery surfaces	1
Outside work	1	Operating machinery	0	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	3
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged Driving (periods > 2hrs)	1
Working with cold substances	0	Low Temps < 3 degrees	0	Violence / aggression from customers	1
Noisy work areas	1	Fatigue	1	Violence / aggression from animals / wildlife	1