

POSITION DESCRIPTION

POSITION: Leading Hand Treatment	
DIRECTORATE: City Infrastructure	GROUP: Water and Waste Services
SECTION: Water and Wastewater Services	REPORTS TO: Coordinator Water & Wastewater Treatment
GRADE: C	EMPLOYMENT TYPE: Permanent Full Time
HOURS/WEEK: 38	POSITION No's.: 562, 563, 428, 429
DATE: February 2026	

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

- Assist in the operation and maintenance of Council's Water Reclamation Plants in accordance with Council objectives, standards and procedures and within the requirements of the Reclaimed Water Guidelines and EPA licences.
- Assist in the operation and maintenance of Council's water supply and treatment infrastructure in accordance with the organisation objectives, programs, performance criteria, standards, procedures and within the requirements of Australian Drinking Water Quality Guidelines, Water NSW, Environmental Protection Authority and NSW Health.
- Demonstrate commitment to Council's core values, comply with the Code of Conduct and promote the image of Council 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

- Assist in the correct and cost-effective operation and maintenance of Council's Treatment Plants, including both water and wastewater and associated infrastructure.
- Assist in ensuring that Karangi Dam is operated, monitored, maintained and repaired in accordance with Water Extraction Licences, Dam Safety O&M procedures and Dam Safety Emergency Plans.
- Assist in ensuring the correct extraction of water in accordance with relevant licence conditions.
- Liaise with adjacent water authorities to coordinate the operation of the Regional Water Supply System.
- Interpret test results and make the appropriate changes to the system to ensure water quality complies with Council, ADWQG (2011) and NSW Health requirements (Guidelines/standards), including the Fluoridation of Public Water Supplies Act (1957). Any deviation from these Guidelines/standards is immediately reported to the Superintendents, Engineer Water and Sewer and/or Team Leader Treatment.
- Interpret test results and make appropriate changes to the system to ensure effluent, reclaimed water and biosolid quality complies with EPA Licence, Reclaimed Water Guidelines and Biosolids Guidelines, ensuring any deviation from the Licence or guidelines/standards is immediately reported to the Superintendent WRP, Engineer Water and Sewer and/or Team Leader Treatment.
- Assist in the correct storage, handling and operation of dangerous goods.
- Assist in ensuring the correct management and disposal of sludge in accordance with EPA requirements from treatment facilities and reservoirs.
- Assist in sample collection, testing, analysis, record keeping and monitoring of chemical dosing and treatment processes, ensuring any process changes are made in consultation with the Superintendent, Water and Sewer Engineer.
- Assist in the cost-effective operation and maintenance of the mobile sludge dewatering plant when at the WRP or when relocated to fulfil contract works.
- Assist in the inspection, maintenance, monitoring, calibration and reporting of the WRP/WTP mechanical/electrical/telemetry/monitoring instrumentation as required by the programmed maintenance schedules or as requested by the Mechanical/Electrical Coordinator or Water and Sewer Engineer.
- Cleaning and maintaining equipment, structures, amenities and grounds to required standards in accordance with established procedures.
- Monitoring of WRP/WTP processes and plant using SCADA systems and ensure any modifications are logged and reported to the Superintendent or the Water and Sewer Engineer.
- Assist in keeping accurate and concise records of WTP/WRP operations, monitoring, maintenance and repairs and processes. Perform routine testing of WRP/WTP Security and Process Monitoring alarms.
- Assist in maintaining accurate and concise records of chemical deliveries to site, chemical dosing rates, MSDS register, chemwatch, accidents/incidents register and confined spaces register.
- Report all faults and breakdowns in plant and equipment via the EAM work order and defect systems.
- Assist in ensuring that Council's equipment is correctly used and maintained and that programmed maintenance schedules are completed.
- Ensure that all works executed by staff, contract or sub-contract are carried out safely and meet the needs of Council's customers with minimum inconvenience or disruption to people and traffic.

- To assist in ensuring that all work completed is allocated to the correct budget.
- Undertake projects as directed.
- Be available to participate in an on-call roster for weekend and after hours' operation of the WTP/WRP as agreed with the relevant People Leader.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Superintendents WRP & WTP
- Engineer Water & Sewer
- Team Leader Treatment
- Section Leader Water & Wastewater Services
- Water & Wastewater Systems Engineer

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 is located at various Treatment Plants in Coffs Harbour LGA 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

- Demonstrated experience in the Water and/or Wastewater Industry including experience in water/wastewater treatment.
- Certificate III in Water Industry Operations (Water/wastewater Treatment) or willingness to obtain
- National Construction Induction Certificate (White card)
- Current Class C Drivers Licence.

Desirable

- Trade certificate in mechanical, electrical, or similar relevant area
- Fluoride Plant Operator's Certificate
- Dam Safety Surveillance Certification
- Chlorine Handling Certificate
- First Aid Certificate
- Working at Heights Certificate
- Confined Spaces Certificate

CAPABILITIES

- Demonstrated knowledge and competence in the operation of activated sludge, biological nutrient removal water reclamation plants, sludge dewatering and stabilization, disinfection equipment, pump maintenance, odour control, EPA licences and statutory requirements associated with biosolids and reclaimed water guidelines/regulations.
- Demonstrated knowledge and competence in operation of water stabilisation, filtration, disinfections, chemical dosing, sludge thickening and dewatering, pump maintenance, calibration of online instruments and the common limits detailed in the Australian Drinking Water Quality Guidelines.
- Demonstrated knowledge of SCADA and Telemetry systems.
- Demonstrated verbal and written communication skills and numeracy skills.
- Demonstrated keyboard skills and basic computer literacy.
- Demonstrated working knowledge of industrial chemicals used in the water/wastewater industry.

Position Demands Analysis

Leading Hand Treatment

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	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	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	2
Working alone	2	Working at heights	1	Use of computer for screen based activities	1
Working with hot substances	1	High Temperatures > 38 degrees	1	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