

POSITION DESCRIPTION

POSITION TITLE	Rostering and Automation Performance Support Officer
CLASSIFICATION	SRW Enterprise Agreement Business Services Band B plus employer contribution to superannuation in accordance with the <i>Superannuation Guarantee (Administration) Act 1992</i> .
BUSINESS UNIT	Service Delivery
ENGAGEMENT	Full Time Ongoing
LOCATION	Maffra
REPORTING LINES	<p>Reports to: Team Leader System Automation.</p> <p>Direct Reports: Nil</p>
DELEGATIONS	<p>This position has authority to make decisions and direct activities for SRW as conferred by Southern Rural Water’s Instrument of Delegation and as set by:</p> <ul style="list-style-type: none"> • this position description • other directions or instructions specified by SRW or a SRW delegate

POSITION OBJECTIVE

The role of Rostering and Automation Performance Support Officer is responsible for the rostering within Water Supply East. This will involve consultation, development, and daily administration of the roster including scheduling and any changes required.

The role relieves water system planners as required and is responsible for analysis, investigation and channel performance monitoring to identify and ensure SCADA and TCC performance meets business targets

(RAPSO) will support asset changes within Water Supply East to build and improve the managed assets whilst providing support to members of the Water Supply East team, internal and external stakeholders as required.

POSITION SPECIFIC RESPONSIBILITIES

The main duties and tasks for the Rostering, Assets and Service Support Officer are:

- Develop and maintain staff work rosters throughout Water Supply East, leave balances are managed and the required staffing levels are allocated/maintained at all times.

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- Complete and approve allocated fortnightly timesheets and work consistently with P&C and Payroll to ensure all timesheet and roster requirements are met and communicated.
- Complete daily, fortnightly and monthly data collection in accordance with set processes, and report on as required.
- Actively assist with induction processes and provide guidance that supports a culture of continuous improvement.
- Demonstrate, support and enrol others to SRW values.
- Assist and at times relieve in the Water Services Planning role.
- Point of contact with Rubicon for channel tuning / SCADA and TCC performance issues.
- Initiate channel tuning requests to improve performance to maintain agreed service levels.
- Analysis of channel performance, including following the channel performance issues workflow process and associated monthly reporting.
- Where required assist with the updating the Asset Management Information System with works that have occurred in the field within WSE including assisting with the integration of modernised assets into SCADA.
- Maintain asset change data.
- Assist with asset projects and ensure the attribute data is entered into the Asset Management Information System.
- Work with the Team Leader System Automation to ensure assets created through modernisation are integrated into the Water Supply team.
- Support to provide timely response to Dial before You Dig enquires.
- Assist with coordinating resources and processes for the Magnicide H program.
- Ability to assist with other roles within the Water Supply business.
- Complete other duties as required within Service Delivery.
- Ability to work from other SRW locations (as required).

PEOPLE MANAGEMENT

- Encourage and maintain positive working relationships with all colleagues to ensure a professional and collaborative working environment.
- Support colleagues and coordinator/supervisor as required achieving overall team goals, service levels and other targets.
- Work in a manner that ensures adherence to SRW policies and Corporate Instructions.

OPERATIONAL RESPONSIBILITIES

- Effectively see all tasks through to completion in line with individual tasks/projects, service levels and other targets.
- Work within agreed plans, policies and processes including safe work practices.
- Identify and report opportunities for increasing efficiency and/or effectiveness to ensure continuous improvement.
- Demonstrate a commitment to effective internal and external customer service.
- Maintain technical skills and knowledge to ensure work is performed as per the requirements of the role.
- Maintain complete and accurate records of all work related activities including documentation and administration as per the organisations records management policy and adherence to the organisations written style.

SCHEDULING RESPONSIBILITIES

- Regularly monitor and report on work and activity progress against individual and team corporate performance indicators and project targets.
- Understand the contribution of own work towards the achievement of team, business unit and strategic organisational goals.

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- Fulfil emergency related functions including filling an incident management team position, by mutual agreement, in the event that a CIMP is enacted.

HEALTH, SAFETY AND WELLBEING

- Ensure all team members (and self) are aware of and adhere to, SRW policies and OH&S requirements.
- Work in a manner that ensures adherence to OH&S requirements.
- Report any hazards, hazardous situations, notifiable incidents, including 'near misses' to immediate supervisor.
- Participate in the resolution of safety issues.

KNOWLEDGE SKILLS AND ABILITIES

- Highly developed interpersonal skills, report writing and verbal communication skills; with an ability to engage productively with staff and management.
- An ability to provide accurate and concise reporting.
- Effective problem solving and time management skills and the ability to work independently and under limited direction.
- Ability to prioritise tasks and determine priorities to meet performance objectives and business requirements.
- Well-developed computer skills including competency in the use of Microsoft Word, Excel, PowerPoint and Outlook and SRW system databases.
- An understanding of water supply systems in the MID and WID and the broad objectives of the business unit.
- Ability to attend industry based meetings and seminars.

QUALIFICATIONS

- Qualification in Business or Administration (well regarded but is not mandatory).
- Experience in administration and or asset based roles (desired).
- Competent in the use of the Microsoft suite of products, and specialised computer software programs relevant to SRW.

PRE-REQUISITES

- Possess and maintain a current Victorian driving licence.
- Possess and maintain relevant qualifications, licences pertaining to role.
- Ability to travel to and work from other SRW Office locations as required.

SRW VALUES

Adherence to Southern Rural Water's Values as described below:

We are **always safe** and **accountable** working as **one team** to deliver a lasting **legacy**.

DIVERSITY AND GENDER EQUALITY

At SRW we value a diverse workforce, we acknowledge that it is our responsibility to create gender equality and inclusive workplaces where everyone can be their best self, regardless of gender.

EMPLOYEE POLICIES

All SRW staff are required to comply with the Code of Conduct for Public Sector Employees, which can be found by visiting <http://vpssc.vic.gov.au/resources/code-of-conduct-for-employees/>

DATE APPROVED

July 2024

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APPROVED BY

General Manager Service Delivery