

POSITION TITLE	System Performance Officer
CLASSIFICATION	SRW Enterprise Agreement Water 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 Irrigation Delivery</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 System Performance Officer undertakes daily system operation, customer engagement and performance monitoring of automated delivery systems within the Macalister Irrigation District. The role is responsible for water delivery and maintenance activities of a small work group and is responsible for investigating channel performance and recommending actions to resolve problems.

The role acts as a liaison between Planners, Technical Officers and Maintenance staff to identify analyse and rectify performance issues impacting automated delivery systems.

The System Performance Officer coordinates meter readings, recording of maintenance issues using the AMS database and will undertake routine maintenance activities in their area of responsibility. Other duties include performing the role of Relief Water System Planner and when primary functions permit undertaking other projects as requested.

POSITION SPECIFIC RESPONSIBILITIES

- Monitor automated and SCADA controlled systems to ensure they are operating to meet customer service delivery and system performance expectations and targets.
- Monitor, review and provide advice to action issues identified in the Channel Performance Report to rectify performance problems and defects.

- Liaise with Water, Technical and Maintenance staff to ensure customer service and system performance levels are met.
- Engage directly with customers to ensure automated channels systems are meeting service requirements.
- Undertake the role of Group Leader for routine maintenance and construction activities and provide the group with work programs as required.
- Provide infield guidance, training, and support while leading the activities of a small team including contractors; which includes planning, scheduling and prioritising work activities and completing routine maintenance activities.
- Support channel automation contractors when channel tuning and other activities are required;
- Undertake the role of Relief Water System Planner, and perform overtime and stand-by duties as required.
- Prepare correspondence, reports and other related documentation to a high standard;
- Provide support to Drains and Rivers Officer as required.
- Investigate and report compliance issues relevant to the Water Act 1989 (Vic),
- Work on a roster system, which will involve weekends, and perform overtime and stand-by duties as required.
- Ensure all maintenance tasks are entered and updated in the Asset Maintenance Database (AMS).
- Coordinate district meter reading as required.
- Maintain equipment, plant and vehicles to ensure they are in safe working condition.
- Other water delivery service activities 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 to achieve 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 currency of 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.
- 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 skills in operating water delivery systems, including automated delivery systems.
- In-depth understanding of the operation and maintenance of irrigation and drainage infrastructure or equivalent.
- Highly developed computer skills, with competence in the use of the Irrigation Planning Module and SCADA operating systems.
- Excellent verbal and written communication skills; ability to liaise with staff at all levels of the organisation and internal and external stakeholders, customers and contractors.
- Ability to identify and manage risk within area of responsibility and notify management if a risk to the organisation or the safety of its employees.

QUALIFICATIONS

- Certificate qualified in Water Services or equivalent in relevant field supplemented with at least three (3) years relevant experience.
- Competent in the use of the Microsoft suite of products.

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.

POSITION DESCRIPTION

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://vpsc.vic.gov.au/resources/code-of-conduct-for-employees/>

DATE APPROVED	July 2024
APPROVED BY	General Manager Service Delivery