

<b>POSITION TITLE</b>	<b>Water Management Officer</b>
<b>CLASSIFICATION</b>	SRW Enterprise Agreement Technical Services Band B plus employer contribution to superannuation in accordance with the <i>Superannuation Guarantee (Administration) Act 1992</i> .
<b>BUSINESS UNIT</b>	Service Delivery
<b>ENGAGEMENT</b>	Full Time Ongoing
<b>LOCATION</b>	East / West
<b>REPORTING LINES</b>	<p><b>Reports to:</b> Team Leader Operations and Compliance (East / West)</p> <p><b>Direct Reports:</b> Nil</p>
<b>DELEGATIONS</b>	<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"> <li>• this position description</li> <li>• other directions or instructions specified by SRW or a SRW delegate</li> </ul>

## POSITION OBJECTIVE

The Water Management Officer provides a critical interface between SRW, its licence holders and the community, regarding their obligations under the Water Act 1989 and the sustainable use of water, across SRW’s relevant region:

- East – Covering the area from Bunyip River, Latrobe and South Gippsland basins to the NSW border, taking in centres such as Dromana, Ringwood, Thorpdale, Koo Wee Rup, Leongatha, Morwell, Maffra and Bairnsdale.
- West – South Australian border to the Moorabool basin and Werribee River, taking in major centres including Werribee, Geelong, Colac, Ballarat and Warrnambool.

The Water Management Officer is responsible for:

- Effectively managing unregulated water systems to manage the expectations of the environment, licence holders, stakeholders and the community.
- Using delegated powers derived from the Water Act 1989 to ensure licence holders comply with their licence conditions.

Operating within times of water scarcity, water restrictions and other seasonal factors, the Water Management Officer uses a range of compliance and enforcements tools to ensure fair and equitable management of a public resource and operates with empathy whilst reasonably monitoring and enforcing SRW policy and directions.

## **POSITION SPECIFIC RESPONSIBILITIES**

### **General**

- Within delegated authority, manage unregulated water systems, including rivers and streams.
- Inspect and report on water use and infrastructure in regard to licensing activities.
- Implement actions outlined in Groundwater and Rivers operations and compliance plans.
- Support operational improvements, including embracing innovation and new technologies.
- Availability and commitment to perform roles identified and defined in the Corporate Incident Management Plan (on an as needs basis).
- Ensure all activities and tasks undertaken are recorded in line with SRW policies and procedures including proper storage of records.
- Generate and maintain maps of the SRW service area.
- Undertake training as required.

### **Compliance**

- Ensure licensed activities (issued under s.51 and s.67 of the Water Act 1989) are in accordance with licence conditions and SRW policy.
- Interpret and apply relevant sections of the Water Act 1989 (and other relevant Acts of Parliament) to meet SRW compliance objectives.
- Conduct preliminary investigation, gather evidence, take photographs/video, take contemporaneous notes in official notebook, interview, report and action compliance issues relevant to the Water Act 1989.
- Provide support to and take direction from Team Leaders and Investigators during the course of compliance activities and investigations as required
- Compile reports and provide statements relevant to customer breaches of the Water Act 1989.
- Give evidence in either a Court or Tribunal hearing when required.
- Ensure sound administrative records management and reporting for all compliance matters.

### **Metering**

- Undertake meter reading in a timely, accurate and efficient manner, liaising with customers as required.
- Inspect meter installations to ensure compliance with licence conditions, the appropriate specifications and standards, and certify installations.
- Ensure safe access to meters, removal of vegetation around meter installations, conduct meter maintenance tasks and/or manual handling of meters in line with relevant SRW policies and procedures
- Support the implementation and delivery of metering programs, including meter maintenance and meter replacements as required in line with current policies and procedures.
- Install Automated Meter Reading (AMR) devices as required.
- Conduct inspections of AMR, and conduct non-complex maintenance of AMR.

## **Resource Management**

- Monitor stream flows and groundwater levels, implementing rosters/restrictions in accordance with management rules.
- Assist with the development of Local Management Rules as required.
- Undertake field inspections and complete reports for new applications and existing entitlements relating to S.67 and S.51 licences under the Water Act 1989.
- Conduct waterway determinations.
- Respond to environmental issues such as contamination and spills as required.

## **Communication and Stakeholder Engagement**

- Liaise with Managers, Team Leaders and other relevant stakeholders relevant, providing input into media issues, community consultation, newsletters and stakeholder requirements as required.
- Promote a positive image of SRW within the region, ensuring that customer service and communication with stakeholders is consistent with SRW values and protocols and in accordance with Victorian Public Service Code of Conduct.
- Represent SRW at field days and public, inter-agency and interest group forums, sometimes outside of normal business hours as required and in accordance with SRW's guidelines and procedures.
- Liaise with other agencies and consultants in water resource related fields as required.
- Provide support for Consultative Committees 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.
- Promote a culture within the team to communicate clearly and share knowledge to work more effectively as a team.

## **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 organisation's records management policy and adherence to the organisation's written style.
- Present a professional customer orientated image on behalf of SRW.

## **SCHEDULING RESPONSIBILITIES**

## POSITION DESCRIPTION

- 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

The Water Management Officer often works in remote locations, with minimal supervision and must be able to plan, schedule and prioritise their activities:

- Undertake inspections and provide reports for referred licence applications.
- Demonstrated ability to quickly develop and apply sound knowledge of the Water Act 1989 (as it applies to SRW service delivery), as well as other policy and unregulated surface water and ground water management requirements.
- Excellent investigative skills to research and resolve customer and public complaints on alleged unauthorised activities.
- Demonstrated capability to compile accurate and detailed reports using a variety of systems and software.
- Technologically savvy with the ability to operate or quickly learn software programs such as Victorian Water Register, MS Office Suite of programs, GIS, ECM, mobile computing devices, data loggers and GPS.

### QUALIFICATIONS

- Qualifications or progression towards qualifications in the following would be highly regarded:
  - Natural Resource Management, and/or
  - Cert IV in Government Investigations, and/or equivalent qualifications or compliance and enforcement experiences, and/or willingness to progress towards qualification
  - Certifications in water operations or similar disciplines.
- Attain and maintain certification in non-urban water meter installation and maintenance.

### 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 employees 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/>

<b>DATE APPROVED</b>	<b>October 2024</b>
<b>APPROVED BY</b>	<b>General Manager Service Delivery</b>