



Position Description

Liverpool Plains Shire Council: Works Department

Date last reviewed: July 2019

Position Title: Water Services Trainee Operator (Treatment / Distribution)

Reports to: Water Services Supervisor

Location: Works Depot Quirindi

Grade: 2 (\$858.20 - \$1,073.70)

Additional aspects of Remuneration Package: Superannuation
Disability allowance
On-call allowance
Access to a range of salary packaging benefits

Any unusual features of position: Work conditions (*such as working above/below ground, working in a dirty environment*)
Requirement to regularly work outside of normal business hours
Requirement to regularly work weekends or shifts

FUNCTION SUMMARY: *(Purpose/ Objective of the Position)*

- To work as part of a team to deliver safe and reliable water and sewer services.
- Assist in operating and maintaining treatment processes to meet Council's quality systems, regulatory requirements and levels of service.
- Assist in operating, maintaining and repairing Council's water and sewer distribution assets.
- Assist in providing excellent customer service for all of Council's water and sewerage stakeholders.

ORGANISATIONAL RELATIONSHIPS: *(the type of client/customer/community relationships that are critical to the effective functioning of the job)*

Within Department: Director Engineering Services
Water Services Manager
Water Services Supervisor and Staff

Within Council: Other Operational Staff

External to Council: Members of the Public
(e.g. community, business & other government) Contractors
Businesses

PART TWO: KEY OUTCOMES AND PERFORMANCE STANDARDS

NB: The key outcomes and performance standards are required by all staff. These standards are required to be met each and every year in order to be eligible for progression for the purposes of pay. The performance standards must occur within the context of Council's community and work environment, including day to day operations, policies and procedures.

Key Outcomes	Performance Standard
Follow defined WH&S procedures	<ul style="list-style-type: none"> • Workplace procedures and instructions for controlling risks are followed accurately • Hazards in the work area are recognized and reported to the immediate supervisor • Reports on accidents and incidents are provided to the immediate supervisor in accordance with Council requirements. • Assist others in the work team with implementing risk management policies and procedures.
Provide service to customers	<ul style="list-style-type: none"> • Handles requests for action or information using Council's protocol and procedures. • Responds accurately to verbal enquiries from the community about specific work area and functions. • Carries out all processes within the agreed Council timeframes.
Work effectively within and for Liverpool Plains Shire Council	<ul style="list-style-type: none"> • Duties are performed in accordance with Council administrative and human resources policies such as timekeeping, records management, WH&S and EEO. • Own work is monitored and improved, according to requirements for job quality, customer service. • Requests for assistance from other staff or the public are responded to promptly and appropriately. • Effectively contribute to change processes and other ideas in a constructive and productive way.
Work with others in Council	<ul style="list-style-type: none"> • Duties are undertaken in a manner that promotes co-operation and good relationships within Council. • Work information is shared with co-workers to ensure designated work goals are met. • Communication with others is conducted in a clear and concise manner and focused on the best way to achieve work objectives. • The principles and intent of Equal Employment Opportunity are observed and implemented.
Communicate effectively in the workplace	<ul style="list-style-type: none"> • Participation with work group and other teams is supportive, efficient and effective, with the primary goal of helping Council achieve its objectives. • Participation in work meetings is consistent with purpose of meeting and meeting conventions understood and observed. • Information, instructions and decisions are understood and adhered to. • Provide concise, relevant work information in response to supervisor requests within designated timeframes.
Follow defined ethical guidelines from Council, including its Code of Conduct	<ul style="list-style-type: none"> • Understanding and day to day implementation of Council's Code of Conduct & Protected Disclosures Act • Any potential conflicts of interest are reported immediately to the relevant Council officer • Support is given to other staff who may wish to report any potential conflicts of interest.

PART THREE: RECRUITMENT CRITERIA

This section will be used to assess prospective employees as part of Council's recruitment process. For more details on how to assess using this criteria, please see Council's recruitment policy. This section is not to be used to assess staff for pay progression purposes.

Essential:

- Ability to successfully complete NSW TAFE Certificate II in Water Industry Operations within two years of commencement.
- Have successfully completed SafeWork NSW General Construction induction training.
- Class C Drivers Licence.
- Demonstration of Sound Mathematical and Literacy skill levels.
- Ability to follow instructions and have attention to detail.
- Ability to co-operatively work in a multi-disciplinary work environment to achieve the best outcomes.
- Ability to effectively work autonomously, as well as co-operatively within a team.
- Ability to read and understand instructions, warning labels and compliance information relating to Council Policy, Work Health & Safety, Environment and Quality.
- Willingness and ability to learn and apply knowledge.
- Ability to maintain records, and communicate effectively in both verbal and written formats.
- Competent Computer skills using Microsoft based software applications.
- Ability and prepared to work according to a 7-day spread-of-hours on-call roster, and perform overtime duties (as applicable) where directed.
- Understanding of and commitment to the principles of EEO and WH&S, and an ability to apply them to work practices.

Desirable:

- First Aid qualification.
- Plant Operator Certificate of Competency (Backhoe/Excavator/Skid-steer).