



Position Description

Position title:	Manager Water Network Operations
Employment type:	Full Time, Ongoing
Division:	Customer Delivery
Section:	Operations
Position reporting to:	Group Manager Operations
Salary band:	Engineering Band 3 or N/a
Agreement:	Hunter Water Corporation Engineers & Scientists (APESMA) Enterprise Agreement or Individual Contract
Approval date:	September 2022

Role Purpose

The Manager Water Network Operations is responsible for managing the Water Network Operations team, whose main functions are to support day to day operation of Hunter Water's drinking water network.

The main areas of responsibility for the team are water quality and continuity of supply. The role also contributes to water quality management and coordination for emergencies and incident response.

Functions

- Take accountability for the safe and efficient operational performance and compliance (including WHS, public health guidelines, Australian Drinking Water Guidelines and Australian Guidelines for Water Recycling, Operating Licence, Water Management Licences, Environmental Legislation and any other relevant requirements) of:
 - Potable Water Systems including reservoirs, water pumping stations, bulk transfer and reticulation piping systems, and network disinfection systems &
 - Recycled Water Systems including distribution and reticulation systems
- Manage and coordinate the WNO team performing day to day functions and longer-term projects (maintenance and upgrades)
- Coordinate preparation of monthly, quarterly and annual reports including the Water Quality Committee and Quarterly Health Liaison meetings
- Participate in audits and reviews including the annual operation licence review
- Assume Incident response leadership or coordination activities as required
- Monitor, forecast and report on financial and budget performance
- Maintain and improve relationships with key stakeholders including Civil Maintenance, Civil and Electrical Engineering, Planning, Developer Services, Finance, Asset Solutions, Catchment and Treatment Operations

Find out more



About us

Hunter Water delivers water and wastewater services to more than 600,000 people in homes and businesses across the Lower Hunter. We also provide stormwater, trade wastewater recycled water and raw water services.

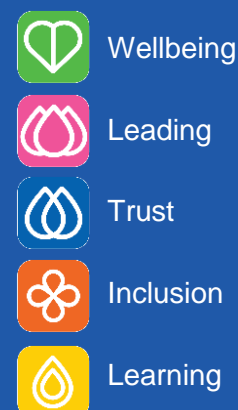
Our vision

To be a valued partner in delivering the aspirations for our region.

Our purpose

To improve and enable the quality of life for our communities.

Our values





Position Description

- Champion group and business unit compliance with legislated requirements and management systems including WHS, Environment, Quality, Water Quality, Asset Management, and Information Security
- Champion 'Water Quality' and be a key partner in the optimisation, maintenance and implementation of the Water Quality Management Framework

This is not an exhaustive list of duties; employees are expected to undertake other tasks from time to time as required. Hunter Water reserves the right to amend/update position descriptions in accordance with business need.

Capability

Essential

- Tertiary qualifications in Science, Engineering or equivalent related discipline
- Operational experience and strong demonstrated understanding of water networks, including application of the Australian Drinking Water Guidelines
- Experience communicating and working with regulatory authorities such as NSW Health, IPART and the EPA.
- Demonstrated high level communication, negotiation and interpersonal skills with the focus and desire to build effective working relationships
- Highly developed organisational skills, demonstrated through the ability to manage conflicting priorities whilst delivering on key milestones

Desirable

- Experience leading a team and coaching individuals to deliver high levels of customer service and effective operational outcomes
- High level understanding of the Australian water industry and relevant operational issues through the whole process from catchment to tap
- Aptitude to effectively utilise information technology, including computerised control & monitoring systems, geographical information systems, incident management systems, enterprise resource planning systems, and engineering plans & drawings
- Qualifications in business, management or another relevant discipline

Behaviours

- Agree to act within the requirements of Hunter Water's policies and applicable legislation.
- Model Hunter Water's organisational values.

Trust: Trust can be demonstrated in this role by communicating openly and transparently with all stakeholders, meeting commitments and consistently representing those who may depend on us (i.e. customers, Civil Maintenance, System Control)

Learning: Learning can be demonstrated in this role through being open minded in our investigations, understanding the causes of incidents and problems and ways we can improve, staying aware of developments in the broader water industry and working with our stakeholders to train and guide them in our areas of expertise

Leading: Leading can be demonstrated in this role by being a strong advocate for water quality and customer service, stepping up to respond during incidents and emergencies, providing



Position Description

effective support to the groups we work closely with to achieve mutual objectives, and taking a leading or coordinating role when working in cross-divisional teams

Wellbeing: Wellbeing can be demonstrated in this role by looking after the wellbeing of members in the team, ensuring that we factor safety into our plans and procedures which are often enacted by others, and looking out for the safety of all we work with

Inclusion: Inclusion can be demonstrated in this role giving equal opportunities to all team members to grow and develop their skills, making sure that opinions are heard, sharing information and seeking input from others and reaching out to support and encourage the teams we work with.

Commitment

My role contributes to the health, safety and wellbeing of all of our people and the communities we serve and our environment. I, and all of our people support the development and continuation of a positive safety culture, whereby no worker is injured physically or psychologically from their work duties at Hunter Water. In fulfilling this role, I will follow all Hunter Water procedures and policies that will ensure the obligations under the Work Health and Safety Act 2011 (NSW) and Regulations (2017) are met. Specific responsibilities and accountabilities are defined in Hunter Water's WHS Responsibility, Accountability and Authority Matrix and in the WHS Manual.

My role contributes to Hunter Water building and maintaining a diverse and inclusive workplace. I commit to treat others with dignity and respect and to value their unique capabilities, backgrounds, experiences and characteristics regardless of their gender, age, cultural background, religion, sexual orientation, gender identity, disability and/or family status. By inviting diverse perspectives to drive innovation and collaboration my role can contribute to delivering the best outcomes for our people, customers and communities.

How I perform my role, how I behave and make decisions, is guided by and reflective of the corporate values of TRUST, LEADING, LEARNING, INCLUSION and WELLBEING. In performing this role, I adhere to the Code of Conduct.

Other Requirements

Pre-Employment Medical: Required

Criminal Background Check: Required

Competency Assessment: Not Required