



# Position Description

Position Title:	System Controller
Position Number:	1636
Employment type:	Full Time, Permanent
Division:	Customer Delivery
Section:	Information, Control & Energy
Position reporting to:	Team Leader System Control
Salary Band:	Salary Band 4
Agreement:	Hunter Water Corporation Employees Enterprise Agreement 2022
Approval date:	April 2024

## Role Purpose

The System Controller is primarily responsible for the real-time operational performance and compliance of all of Hunter Water's water and wastewater systems. Operating 3 dams and 80 reservoirs, approximately 120 water & 450+ wastewater pumping stations, nearly 10,000km of water and sewer mains, and overseeing delivery of water and wastewater services for over half a million customers across the Lower Hunter; this is an important role maintaining 24-hour operations.

## Functions

- Monitor and optimize operations in real time from the control centre to enhance network asset performance, including energy efficiency.
- Prioritize and manage incidents swiftly, taking immediate and supplementary actions, delegating tasks, and ensuring effective communication with internal and external stakeholders. Escalate as necessary for timely resolution.
- Proactively control system operations, ensuring readiness and alignment with approved protocols for all equipment, whether in use or on standby.
- Respond promptly to system alarms or field/customer reports, initiating corrective actions and ensuring thorough follow-up to resolve issues efficiently.
- Escalate moderate, major or crisis incidents, along with proposed action plans, to the relevant System Operations Manager during

## 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.

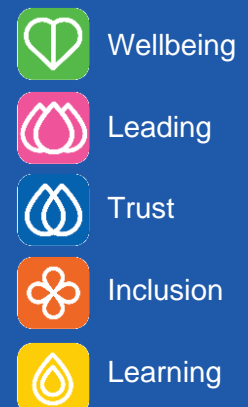
## Our vision

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





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business hours or Duty System Manager after hours for guidance and further action.

- Conceptualize and perform hydraulic system calculations to understand performance and optimize operations or mitigate system failures' impacts.
- Conduct regular trend analysis and investigations to identify irregularities and inefficiencies in asset and network operations. Initiate further investigation and rectification works as per defined periodicity and instructions.
- Prepare for and manage handovers between shifts, ensuring any operational requirements of System Operations Managers are known, understood and actioned
- Process, assess, review, approve (or reject) and implement temporary operational change permits
- Prepare, implement and manage plans for operational interruptions and events, including power shutdowns, complex water and sewer network shutdowns (prepared by others), water quality investigations,
- Provide technical support/assistance to dispatch and scheduling teams, ensuring seamless operations during and after business hours. Deliver responsive customer support, triaging appropriately, investigating complaints efficiently, and meeting corporate service level requirements.
- Provide customer support, ensuring:
  - Appropriate triage and response
  - Referred complaints and customer cases are investigated in an effective and efficient manner, and corporate requirements are met
  - Major and/or Critical Customers are provided appropriate service levels as agreed with Customer Services
- Liaise and interact with external stakeholders and regulators, per established and approved protocols, maintaining Hunter Water's integrity and reputation
- Utilise and maintain familiarity with the following document types in the Control Centre:
  - Operational Procedures & Protocols
  - System Alignment Procedures & Protocols
  - Business Continuity Plans
  - Contingency Plans
  - Pollution Incident Response Management Plans
  - Dam Safety Emergency Plans
  - Complex Shutdown Plans
- Contribute to incident prevention culture, taking direct action to actively reduce the risk of incidents
- Perform incident and emergency management duties as an incident controller, functional area coordinator, or as required during business hours or after hours
- Participate in shift work outside normal business hours as required, performing incident and emergency management duties as an incident controller, functional area



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coordinator, or team member. Ensure appropriate shift allowances and leave arrangements are adhered to.

- Analyze the incoming data, alarms and alerts from IoT sensors in real time to identify trends, anomalies, and potential issues affecting network performance. Utilize IoT data for predictive maintenance strategies, identifying potential equipment failures before they occur and scheduling maintenance proactively.

*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 a relevant engineering, technical or trade discipline.
- Experience and understanding of the operational management of a distributed network of assets.
- Experience and understanding of water, wastewater and stormwater networks.
- Highly developed organisational skills demonstrated through the ability to manage conflicting priorities whilst delivering on key milestones.
- Aptitude to effectively utilise information technology including computerised control and monitoring systems, geographical information systems, incident management systems, enterprise resource planning systems and engineering plans and drawings.
- Ability to actively embrace change and promote ongoing change and improvement programs within teams.
- Demonstrated high level communication, negotiation and interpersonal skills with the focus and desire to build effective working relationships.
- Motivation to contribute to a continuous improvement culture.

### Desirable

- Demonstrated experience and understanding of customer relations and complaint management processes, ensuring effective resolution and customer satisfaction.
- Experience and/or understanding of water and wastewater treatment processes.
- Proficiency in SCADA (Supervisory Control and Data Acquisition) applications, enabling efficient monitoring and control of network assets.
- Ability to conceptualize, define, and perform hydraulic system calculations for pressure, flow, and volume, facilitating informed decision-making and optimization of system operations.
- Ability to identify areas for optimization and implementing targeted interventions to enhance overall system performance.



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## 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 taking a lead as required and communicating complex solutions in a way that all stakeholders can understand.

**Learning:** Learning can be demonstrated by continuous improvement and be responsible for learning all aspects of the role to deliver the services.

**Leading:** Leading can be demonstrated in this role by challenging the status quo and using your influencing skills to bring stakeholders along the journey as you explore and develop strategic solutions.

**Wellbeing:** The overarching intent is to improve health and wellbeing outcomes for our customers and the broader community.

**Inclusion:** Inclusion can be demonstrated by collaborating equally with all Internal and external stakeholders, operating within the policy framework that applies to this role.

## 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