



Position Overview

Position Title	Field Services Operations Officer
Business Unit	Customer Delivery
Remuneration Type	Indoor EA Level 4
Reports to	Area Manager Field Services
Direct Reports (role)	Not Applicable
Location (s)	Southern Service Centre/ Northern Service Centre
Success Profile	2.5 Support Role Success Profile
Delegation Level	Not Applicable

Our Values



INNOVATION

We seek new ways of doing things better



HONESTY AND INTEGRITY

The work we do is always and only in the best interests of our customers, stakeholders, community and the environment



RELIABILITY

We mean and do what we say



ONE TEAM

No one succeeds at the expense or exclusion of others



EFFICIENCY

We don't waste time, money or effort



SAFETY

We think, walk and talk safety every day



Behavioural Capabilities



SAFETY

I work safely, and encourage my team members to do the same



AGILITY

I seek new and better ways of doing things



CUSTOMER CARE

I consider how customers are affected by my work



COLLABORATION

I am a team player – we are better together



ACCOUNTABILITY

I mean and do what I say

Position Purpose

The role of the Field Services Operations Officer is to provide innovative and efficient Field Operation support, to deliver planned and reactive maintenance in the region.

Key to the success of the role will be your ability to foster positive working relationships across the Field Services team and partner with the Area Manager of Field Services to perform a variety of operational, managerial and administrative services.

Position Accountabilities

Key functions of the role include:

- Partner with the Area Manager to provide support and guidance on field services operations planning and service standards to achieve organisational objectives.
- Champion Field Services works management systems, planning regime and contribute improvements to business unit productivity and efficiency.
- Build positive working relationships with WIW5s to provide support and guidance in ensuring assets are operated, maintained and repaired/renewed in accordance with Unitywater's technical standards and operational requirements.
- Conduct monthly reporting analysis identifying gaps, new insights, issues and risks to generate information to inform decisions.
- Contribute to analysis of completed works to identify opportunities to improve forecasting and estimating exercises for benchmarking.
- Provide regular KPI and financial reporting on region performance with action plans to ensure continuous improvement.
- Assist in the preparation of annual budgets by providing analysis on expenditure and identifying efficiencies and improvements.



- Identify and drive opportunities to improve safety, efficiency and productivity within the context of Field Services activities.
- Partner with key stakeholders across Unitywater including Planning, Asset Management, L&D and Network Operations to identify opportunities to maintain standards to enable water supply and sewerage systems to be operated at maximum efficiency and lowest cost, with minimised environmental impacts.
- Contribute to all corporate responsibilities – information and knowledge management, workplace health and safety, financial and resource management, corporate and operational planning, quality and environmental management.
- Provide high quality customer service to all internal and external customers and stakeholders of Unitywater.
- Coordinate and manage field team activities such as training, equipment testing and on-call rosters.
- Facilitate and/or contribute to lessons learned activities to improve safety, efficiency and productivity.
- Undertake any projects, initiatives and tasks as directed by the Area Manager.
- Support and role model the WH&S policies, procedures, and practices of Unitywater as amended from time to time.
- Participate in Unitywater safety audits and inspections to demonstrate visible safety leadership and participation.
- Such other relevant duties as required from time to time which would generally fall within the skill and knowledge requirements for this position.

Key Relationships

Key working relationships internal and external to Unitywater are:

Customer Delivery

- Sustainable Infrastructure Solutions
- Customer Service
- Learning & Development

Capability Requirements

The requirements for the position are:

- Tertiary Qualifications in a civil operations discipline or other relevant qualification coupled with applied experience in this field.



- Strong analytical skills and experience reporting on outcomes of analysis in an operations context.
- Demonstrated ability to manage own performance and understand and respond to a range of stakeholder requirements whilst aligning to the organisation's goals.
- Demonstrated commitment and experience in challenging the norm and working with stakeholders to design and implement improved work practices and procedures.
- Ability to cultivate productive working relationships and influence across the Branch including with the Branch Senior Leadership Team and WIW5s.
- Well-developed interpersonal and communication skills and relationship management and influencing skills.
- High level computing skills with demonstrated ability in operating personal/mobile computers, Microsoft software and business reporting systems in the context of the role.
- Demonstrated project management, time management and organisational skills with high level attention to detail and focus on quality outcomes.
- C Class Drivers' License.