



## Position Overview

Position Title	Water Industry Worker – Level 5
Business Unit	Customer Delivery
Remuneration Type	WIWL5 – Annualised Salary
Reports to	Area Manager – North or South
Direct Reports (role)	Water Industry Worker - Level 1, 2, 3, 4
Location (s)	Northern Service Centre
Success Profile	1.7 Water Industry Worker 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

A Water Industry Worker 5 performs work in the field and leads staff who perform work in planned and reactive civil maintenance; operation; and minor replacement, renewals and extension services on the water supply and sewerage network thereby ensuring continuity of a safe, quality service to Unitywater's customers.

## Position Accountabilities

Key functions of the role include:

- Leadership and supervision of operational staff and contractors in the delivery of water and sewer operation, maintenance and minor replacement, renewals and extension programs.
- Assist in the management of the team through effective delivery of programs of work, utilisation of staff and associated costs and maintaining a thorough control of all relevant job costs.
- Assist with the preparation of effective annual budgets through the identification of efficiencies and improvements that can be implemented.
- Support and personally present a culture of continuous improvement, individual accountability and achievement against targets.
- Own and manage assigned work programs to completion and be accountable for detailed investigations and research on any variances to the scheduled delivery timeframes and report on and implement necessary improvements.
- Deliver programs that efficiently and effectively manage staff resources to meet all work demands.
- Accountable for the provision of technical direction and support to team members on a wide range of water supply and sewerage infrastructure matters.



- Assist in the development and improvement of common work instructions and activity plans and deliver on their implementation.
- Contribute detailed insights from the team's activities for use in Unitywater's asset management program for the preventative maintenance, replacement and renewal of infrastructure.
- Create and maintain effective relationships across the Branch and the organisation delivering a high level of cooperation that maximises efficiency, accountability and productivity.
- Contribute to Team and individual growth and improvement through identifying and addressing all training and development needs of team members.
- Ensure appropriate risk and compliance management action plans are implemented and monitored.
- Implement actions to manage compliance with KPIs and ensure continuous improvement.
- Deliver response to customer service enquiries and incidents including relevant detailed investigation as required.
- Provide expert input to construction projects and actively influence the process to ensure assets are installed and commissioned in accordance with Unitywater's technical standards and operational requirements.
- Participate in an on-call roster.
- Meet relevant ISO standard (Leader to Remove if not required).
- 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

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Key working relationships internal and external to Unitywater are:

- Broader Customer Delivery team;
- Control Room team;
- External Customer and Suppliers.

## Capability Requirements

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**Mandatory requirements** of this role are:

- Cert III in Water Operations and willingness to work towards a Cert IV in Water Operations and a Cert IV in Leadership
- Exceptional leadership and supervisory skills with the ability to coach and mentor staff in the field and promote high team performance along with individual accountability
- Current General Construction Induction Card (White Card).
- C Class Driver's License.
- Ability to participate in after-hours work rosters
- All mandatory compliance and licensing requirements as per relevant Industrial Instrument and relevant Unitywater Policies and Procedures

Within the context of the duties and accountabilities described above, the ideal applicant will be someone who has:

- Broad experience in the operation, maintenance and minor replacement, renewals and extension of water supply and sewerage systems or similar civil works infrastructure.
- The capability to be the first person to be called onto a job and make the appropriate and best decisions to effectively execute the requirements for the works to be undertaken
- High level communication (both verbal and written) and interpersonal skills including the capacity to maintain effective customer service; and to lead staff in the field setting the tone for a positive and accountable working culture.
- Demonstrated knowledge of obligations under workplace health and safety legislation and public health, environmental and water quality obligations.
- High level computing skills with demonstrated ability in operating personal/mobile computers, and software relevant to the role, including field based asset management systems; geographical information systems (GIS) and dispatch system in the context of the role.
- Demonstrated ability to model Unitywater's key values and behaviours.