

Position Description

Title	Senior Maintenance Officer
Band	3
Location	Newhaven Head Office, Phillip Island
Department	Operations and Maintenance
Division	Assets and Operations
Reports To	Network Operations and Maintenance Coordinator
Direct Reports	Nil

The Senior Maintenance Officer provides ongoing Network Operations and Maintenance services across the Corporation's water, wastewater and gas systems within agreed service standards 24 hours a day, 7 days per week.

Key Responsibility Areas

- To be part of a skilled, suitably resourced and equipped workforce capable of delivering operations and maintenance services by maintaining an effective 24 hour response to faults and emergencies 24 hours a day, 7 days a week across the Corporation's water, wastewater and gas systems.
- Within the scope of this role ensure that your activities and the activities of others at the workplace are undertaken in an environment of "Safety" and "Risk Management" awareness and in accordance with all relevant Occupational Health and Safety and Risk policies and procedures.
- Provide support and guidance when dealing with non routine matters.
- Comply with all operational processes and procedures, letting Coordinators and Managers know if the processes or procedures need updating, amending or improving.
- Accurately, consistently and in a timely manner complete all required work orders and paper work detailing activities undertaken.
- Ability to effectively and efficiently operate within a team environment.
- Ability to communicate clearly with customers, team members, coordinators, managers and contractors as well as provide written communication, in the form of memos, notices and standard forms.
- To be committed to working in a "Safety" and "Risk Aware" environment with work quality and customer service meeting expected standards in the field.
- To provide information on infrastructure or service issues that may assist in developing operations and maintenance programs and Asset Management Information System.

- Understanding of operations and maintenance principles, procedures, technologies and associated documentation, for water, wastewater and gas systems including but not limited to confined space entry, trench shoring, traffic control, asbestos removal, pump maintenance, mechanical aptitude, work at heights.
- Safely and competently operate medium mechanical plant and equipment, chainsaws, demolition saws, jetting machines.
- To be available for after hours on call roster for network operations and maintenance tasks.
- To safely, and effectively use “Tools of Trade” provided by the Corporation.

Qualifications and Experience

- Completed Certificate III in Water Industry Operations (Network Operations) and/or possess a trade qualification with demonstrated experience working in the Water Industry in sewer and/or water networks.
- Completed Year 10 or equivalent.
- Well developed administrative and computer skills.
- Current drivers licence suitable for Victoria.
- Qualifications through prior training in confined space, traffic signing and OH&S practices desirable.

Management and Interpersonal Skills

These positions require skills in managing time, setting priorities and planning and organising one's own work and that of supervised employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

The position requires an understanding of and ability to implement basic personnel policies and practices including those related to equal employment opportunity, occupational health and safety and employees training and development.

Positions in this band require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees or groups of employees.

Employees in this band are expected to write reports in their field of expertise and to prepare external correspondence of a routine nature.

Accountability and Extent of Authority

Positions in this band may supervise resources and/or give support to more senior employees.

In positions where the prime responsibility is for resource supervision, the freedom to act is governed by clear objectives and/or budgets with frequent prior consultation with more senior employees and a regular reporting mechanism to ensure adherence to plans.

Whatever the nature of the position, employees in this band are accountable for the quality, effectiveness, cost and timelines of the programs, projects or work plans under their control and for the safety and security of the assets being managed.

Employees with supervisory responsibilities are also required to ensure that all employees under their direction are trained in safe working practices and in the safe operation of equipment and are made aware of all occupational health and safety policies and procedures.

Judgement and Decision Making

In these positions, the objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.

However, problems in this band are often of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.

Guidance and counsel may be available within the time available to make a choice.

Specialist Knowledge and Skills

Supervisors in this band require a thorough understanding of the relevant technology, procedures and processes used within their operating unit.

Employees also require an understanding of the role and function of the senior employees to which they provide support, an understanding of the long term goals of the unit in which they work, and an appreciation of the long term goals of the wider organisation.

All employees in this band require an understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.

Positions in this band provide direction, leadership and structured training or on-the-job training to supervised employees or groups of employees.

Primary Physical Requirements

Sitting: the employee is required to sit for extended periods of time

Standing: the employee is required to remain on his or her feet in an upright position for extended periods of time

Climbing: the employee is required to climb stairs, fences and or ladders and work above ground or below ground as required

Walking: the employee is required to walk varying distances during the course of his or her work

Lifting / Carrying: the employee is required to lift and carry heavy and awkward objects in accordance with safe lifting techniques during the course of his or her work

Pulling / Pushing: the employee is required to exert force to push or pull objects during the course of his or her work

Gripping / Grasping: the employee is required to regularly pick up and grip objects

Reaching: the employee is required to reach for objects

Squat / Bend / Kneel / Stoop and Crouching: the employee is able Squat, Bend, Kneel, Stoop and Crouch for extended periods of time

Speaking / Hearing / Seeing: the employee is required to hear, see and communicate work related instructions

Driving: the employee is required to drive cars, 4WD's and forklifts.

Key Selection Criteria

- Trade Qualifications or significant relevant experience in network operations and maintenance in the water industry.
- Ability to supervise a multi skilled team to achieve specific objectives efficiently.
- Strong understanding of safety procedures, use of correct PPE and evidence of interrupting and reporting unsafe practices.
- Experience being part of a rostered and ad hoc after hours arrangement.
- Excellent verbal and written communication skills along with well developed computer skills.