

POSITION DESCRIPTION

Position Title:	Network Team Leader – Water and Sewer
Position Number:	7006
Group:	Planning & Infrastructure Services
Business Unit:	Water and Sewer Group
Service Unit:	Network Delivery and Operations Team
Reports To:	Network Supervisor – Water and Sewer
Grade:	9
Hours Of Work:	38 hours per week
Last Date Of Review:	February 2019
Last Date Of Evaluation:	February 2019

Role Function Summary

The Network Team Leader is part of the Water and Sewer Network Delivery Team who together provide operation, installation, maintenance and repair works for Council's water and sewer distribution and treatment systems.

The Network Team Leader is primarily responsible for the daily coordination of small work teams to ensure they carry out the objectives to operate, construct and maintain water and sewer network systems. The position ensures safety, productivity and licencing requirements are met and the performance of field Water and Sewer Network Operators is managed, delivering work activities that meet customer service levels, safety, cost, quality and time objectives.

The Network Team Leader is required to work a seven-day a week roster system and is to be available for after-hours emergencies and participate in the operational and on-call rosters for the Network Team. As the activities of the position could involve exposure to untreated sewage, proof of immunity against these hazards is a requirement of the role.

Key Responsibilities (Major and Essential Job Functions)

- Day to day allocation and supervision of Water and Sewer Network Operators and contracted labour (where applicable) for operations and maintenance needs;
- Carry out work relating to water and sewer reticulation including: new mains, fittings and service construction along with property connections, repairs and maintenance, installation, testing, replacement and repairs of water meters, associated pipework and sewer service connection point, sewer main and connection inspection, cleaning, repairs and maintenance and installation and maintenance of Pressure Sewer System / scheme;
- People leadership of Water and Sewer Network Operators including: setting challenging and realistic goals, performance measures for each goal, clear communication, regular feedback and empowerment through support, tools, and processes;
- Investigate and respond to operational issues / incidents within the water and sewer networks, including regulatory obligations, customer complaints, reports from field staff and others;

- Supervise WHS compliance in the workplace, ensuring that all Water and Sewer Network Team members and tasks remain compliant with their requirements under legislation and policy;
- Provide efficient solution focussed service and attitude to all internal and external customer enquiries, ensuring follow through on all requests, including updating and closing all CRMs, inspections and defects;
- Assist in resolving service requests, equipment breakdowns and schedule changes with timely communications to all stakeholders, including updating of Authority system;
- Provide regular asset information updating and reporting of sewer and water infrastructure to update Council's asset register and GIS system;
- Participate in the review of programs, processes and functions within Water and Sewer Delivery Team to ensure a culture of continuous improvement is developed and maintained;
- Assist the Network Supervisor and Coordinator Water and Sewer Delivery with escalated customer complaints / requests, interacting with customers and other groups within the Water and Sewer Group and across the organisation;
- Adhere to WHS regulations, Council policies and procedures, taking all necessary precautions for the safety of staff, contractors, customers and the general public and ensure safe work procedures are followed including undertaking risk assessments and inductions for staff and /or contractors;
- Onsite supervision of the delivery of minor Capital Works (usually below \$50,000) ensuring that these projects are delivered successfully in terms of quality, cost and time;
- Provide on the job training for field staff in own areas of expertise, motivate and mentor less experienced staff and contributes to an efficient, effective work team;
- Contribute to meeting Council's agreed levels of service and ensure these levels of service are met by all team members;
- Undertake work in confined spaces and /or working at heights as well as with asbestos containing materials, sewerage and chemicals as required; and
- Attend emergency call outs and perform incident and emergency management duties, as required during business or after hours.

This position description does not form an exhaustive list of your duties. You may be required to undertake other projects, tasks and activities as required from the business from time to time which are within the skills, competence and training of the incumbent. Singleton Council reserves the right to amend or update this position description in accordance with operational needs.

Organisational Responsibilities:

Council's decisions, actions and behaviours are governed by its vision, mission and values. All employees of Council have an accountability to ensure their work and behaviour is aligned to these.

Community Vision	Singleton. Vibrant, progressive, connected, sustainable & resilient.
Organisation Vision	ESP - Engaged people; Safe workplace; and a Performance based culture
Values and Behaviours	<p>Council has five values which guide behaviours and decision making. It is through these values high quality services are delivered to employees and the community. Employees play an important role in leading the way and upholding Council's values, including the Code of Conduct. Council's values are:</p> <ul style="list-style-type: none"> • Integrity: We act with commitment, trust and accountability. • Respect: We are open, honest, inclusive and supportive. • Excellence: We strive to achieve the highest standards. • Innovation: We are creative, progressive and strategic. • Enjoyment: We promote a harmonious, productive and positive workplace.
Safe Workplace	It is a requirement of employment with Singleton Council that all staff undertake their work in accordance with WHS policies and procedures. Employees will display and promote safety in the workplace at all times.
Policies and Procedures	<p>The responsibilities of this position are completed in line with all Council policies and procedures related to this position.</p> <p>Awareness of the principles of equity and diversity, work health and safety, environment, risk management, records management and quality assurance as they relate to this position.</p>

Organisational Relationships

Internal Relationships:	Manager Water and Sewer; Water and Sewer Delivery Team; Utilities Engineering Team; Water and Sewer Strategy Team; Integrated Risk Management Group; Infrastructure Delivery Group; Corporate and Community Group; Leadership Group; Executive Leadership Team; and ancillary Water and Sewer Team.
External Relationships:	Customers and members of the public; Other Council's and Local Utility Authorities; Contractors and Consultants; and Industry Bodies.
Direct Reports:	Water and Sewer Network Operator (2); Contractors
Indirect Reports:	Nil

Specifications and Technical Skills:

Essential Criteria:

- Certificate III (or above) in Water Operations with relevant experience or an equivalent combination of experience, technical understanding and qualifications in the water and sewer industry;
- Experience in water and sewer, construction and/or plumbing industry with an ability to use range of relevant equipment (e.g. excavator, backhoe and sewer Jetter)
- Demonstrated ability to effectively lead, motivate and support a team, ensuring they achieve work targets and objectives safely and efficiently;
- Customer focus with the ability to resolve customer complaints and work effectively across all levels of the organisation;
- Well-developed time management, organisational and problem solving skills with an ability to meet deadlines;
- Basic computer skills (MS Word, MS Excel, Email, Internet);
- Availability to work across 7 days per week and participate in on-call roster;
- Ability to attending after-hours and respond within Council's agreed Levels of Service; and
- Proof of immunity against Hepatitis A and B and tetanus.

Desirable Criteria:

- Knowledge of water utility business activities, particularly the operation of assets and maintenance work;
- Certificate of competency and experience in operating excavator and/or backhoe;
- Experience in the use of sewer jetting and vacuum / non-destructive digging systems;
- Experience in the use of oxy acetylene welding equipment;
- Certification and experience in supervision of asbestos removal;
- Certification and experience underground services location; and
- Experience in the utilisation of relevant corporate systems such as Authority, CM9, Geo Cortex and Collector.

Licences and Tickets Required:

- Class MR drivers licence (or above) and the ability to tow a trailer;
- RMS Traffic Control Certification - Traffic Control, Implement Traffic Control Plans and Prepare Work Zone Traffic Management Plans;
- Confined Space Entry Certificate with Breathing Apparatus;
- Safe Working at Heights certification and experience;
- Dogman (spotters) certification and experience;
- Operate High Pressure Jetting Water System Certification and experience;
- Working Near Overhead Power Lines Certification;
- AQF3 Chemical Safety Certification; and
- WHS Construction Induction Card (White card).

Physical Requirements / Work Environment:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the inherent requirements of the job. This position will involve work in the office environment as well as being able to navigate construction and work sites.

Physical Requirements and Work Environment

ACTIVITY	FREQUENCY				# OF HOURS A DAY							
	Repetitive	Frequent	Occasional	Infrequent	1	2	3	4	5	6	7	8
Sitting			✓		✓							
Walking		✓				✓						
Standing		✓				✓						
Bending			✓									
Squatting			✓		✓							
Climbing			✓		✓							
Kneeling			✓		✓							
Twisting			✓		✓							
Lifting			✓		✓							
Driving			✓		✓							

If manual lifting is required ensure a risk assessment is completed each time lifting is required.

Hand Manipulation Required	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Repetitive Hand Movements	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
	Right Hand					Left Hand			
Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Power Grasping (tight grip)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Power Grasping (tight grip)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Fine Manipulation (fine finger)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Fine Manipulation (fine finger)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

Tick below if these are requirements of the position:

✓	Operating mobile plant	✓	Working with paints, solvents, oil, grease
✓	Light repetitive handling	✓	Cold environment
	Dog/cat control	✓	Climbing, working at heights
	Cattle, sheep handling	✓	Confined spaces work
	Native Animal, reptile handling	✓	Customer contact
	Garbage collection	✓	Screen based work (intermittent)
	Office, toilet cleaning		Screen based work (constant)
✓	UV exposed	✓	Clerical deadlines
✓	Herbicide/Pesticide use	✓	Supervisory – clerical, planning, deadlines
	Cooking		Building trades work
✓	Walking on Slopes / Hills / Gradients		Motor trades work
✓	Walking on uneven surfaces		Child care
	Working with bitumen		Hospitality
✓	Working with concrete	✓	Exposure to dust or fumes

Skills Progression and Assessment Record:

Position Title: **Water and Sewer Delivery – Network Team Leader**

Employee:

Skill Progression Requirements <input checked="" type="checkbox"/> Step Achieved	Salary Step	N/A	1	2	3	4
Certificate III (or above) in Water Operations or working towards	1					
Experience in water and sewer, construction and/or plumbing industry with an ability to use range of relevant equipment (e.g. excavator, backhoe, sewer Jetter)	1					
Demonstrated ability to effectively lead, motivate and support a team, ensuring they achieve work targets and objectives safely and efficiently	1					
Demonstrated customer focus with the ability to resolve customer complaints and work effectively across all levels of the organisation	1					
Well-developed time management, organisational and problem solving skills with an ability to meet deadlines	1					
Demonstrated knowledge of water utility business activities, particularly the operation of assets and maintenance work	2					
Demonstrated ability to select the appropriate materials, methods, tools, plant and equipment for use in water and sewer maintenance, connection and construction works	2					
Demonstrated ability to safely operate and maintain plant and equipment effectively and to manufacturer's specifications, including inspections and inductions	2					
Demonstrated knowledge of and experience in applying WHS legislation and regulation in a supervisory role	2					
Leads and motivates staff, including promoting change and fostering a team environment, to deliver on Council's Levels of Service	2					
Effective leadership of response team in emergency situations; including compliance and communication	3					
Demonstrated ability to schedule works and assist in the preparation of job estimates	3					
Undertakes complex maintenance work on pipes, pumps and mechanical assets within the water supply and sewerage systems	3					
Assists with the review and development of SWMS, carries out risk assessments, safety observations and incident investigations as well as actively promoting a safe working environment with the team	3					
Demonstrated ability to deliver minor capital works, ensuring projects are delivered successfully in terms of quality, cost and time	3					
Extensive knowledge of Council's water and sewer network and systems	4					
Demonstrated ability to plan and schedule short term works including scheduling, material and equipment purchasing and customer and internal liaison	4					
Demonstrated commitment to continuous improvement by identifying and reporting potential improvement and or alternate solutions to procedures and processes, including use of electronic devices in the field	4					
Demonstrated ability to competently act in Network Supervisor Position	4					
Completion of further studies in a related discipline	4					

Skills Review Year (eg 2019): _____ **Position:** Water and Sewer Delivery – Network Team Leader

Annual Skills Assessment:

The following is to be completed at the time of the annual skills assessment.

Comments on Employee's attitude and application to work:

Employee's Comments:

Name

Signature

Date

Manager / Supervisor's Comments:

Name

Signature

Date

Director's Comments:

Name

Signature

Date

Summary of Skills Assessment	1	2	3	4
Total number of skills at each salary step =				
Number of skills not applicable at each salary step =				
Number of skills achieved at each salary step =				
Number of skills not achieved at each salary step =				
<input checked="" type="checkbox"/> Proposed Salary Step Placement				