ROLE DESCRIPTION

Scheduling Officer – Water Services

Directorate	**Service & Project Delivery**	Position Number	**300846**
Branch	**Water Services**	Position Status	**Full Time**
Section	**Depot & Maintenance**	Position Grade	**F**
Reports to	**Coordinator Depot & Maintenance**	Band/Level	**Band 2 Level 2**
Direct reports	**Nil**	Award	**Local Government (State) Award**
Indirect reports	**Nil**		
Date Authorised	**28/10/2026**		

PRIMARY PURPOSE OF THE ROLE

To plan, build and adjust operational schedules for the Water Services work teams, ensuring efficient allocation of resources, timely response to customer requests and alignment with service levels. The role supports Supervisors, Team Leaders and the Coordinators by providing accurate scheduling, workload forecasting, service tracking and schedule performance analysis, enabling proactive and customer focused operational delivery.

KEY ACCOUNTABILITIES

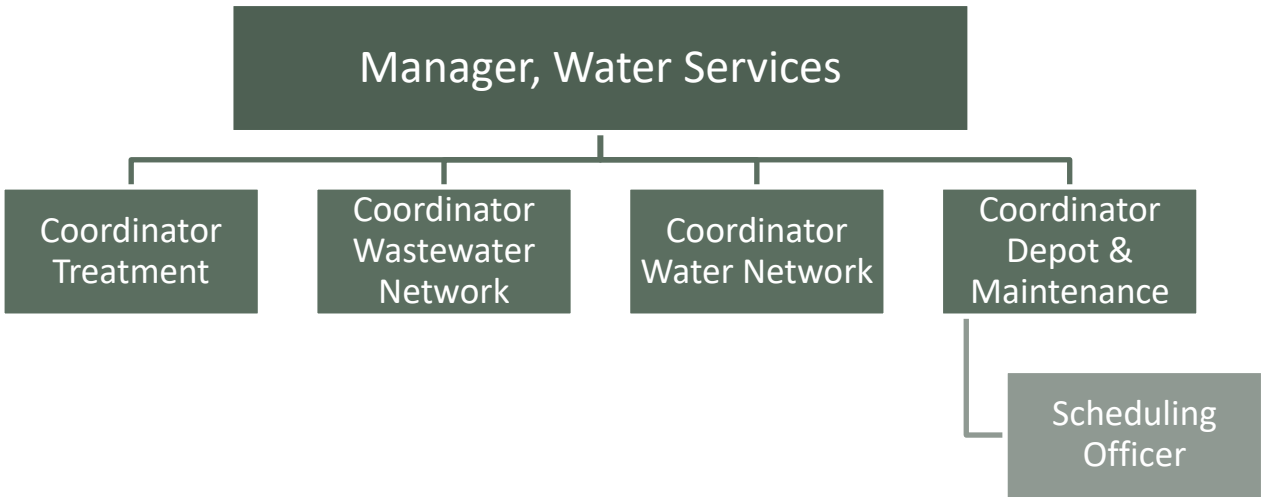
1. Schedule Planning and Coordination - Develop, coordinate and maintain daily, weekly and seasonal schedules for all Water Services work teams in alignment with resource availability and works definers.
2. Resource Optimisation - Monitors staffing, equipment and material availability and adjust schedules proactively in response to changes in capacity, weather, service requests or emergent issues.
3. Customer Request Integration - Liaise with works definers, Supervisors and Team Leaders to incorporate customer service requests, CRM tasks, safety concerns and urgent works into operational schedules.
4. Performance Tracking and Reporting - Analyse schedule progress, productivity, service completion rates and variances; prepare reports and dashboards to inform Supervisors and the Coordinator.
5. Risk Identification and Mitigation - Identify scheduling risks, delays or conflicts and propose solutions to maintain service continuity and minimise operational disruption.
6. Communication and Stakeholder Support - Maintain clear communication channels with all internal stakeholders, ensuring schedule changes, priorities and impacts are understood and actioned appropriately
7. Continuous Improvement - Contribute to the refinement of scheduling processes, digital systems and workflows to improve accuracy, efficiency and customer responsiveness.
8. Data Integrity and Systems Management - Maintain high quality data and ensure accurate entry, verification and use of scheduling software, asset systems, CRM data and performance records.

Note: This position description does not form an exhaustive list of your duties. An employee may be directed to carry out such duties that are within the limits of the employee's skills, competencies and training.

KEY CHALLENGES

1. Managing frequent changes due to weather, resourcing constraints, unplanned absences and urgent customer requests
2. Balancing competing priorities across diverse functions and multiple teams.
3. Ensuring communication is timely, consistent and clear across a large and varied operational workforce.
4. Maintaining data accuracy and schedule reliability within a complex and reactive operational environment.

BRANCH STRUCTURE



KEY RELATIONSHIPS

Internal

Who	Why
Service Delivery Team	• Communicate and consult on key required works and service level expectations, scheduling, maintenance, and safety issues.
All Internal Council departments	• Maintain effective communication to facilitate relationships and drive effective and safe working environments
Directors, Managers, Coordinators, Water Services Team	• Communicate and consult on proactive and reactive works, scheduling, maintenance, and safety issues.

External

Who	Why
External Contractors and suppliers	• Promoting safety and compliance.

DELEGATIONS BY POSITION

Delegations for the position are listed in the Register of Delegations for Wingecarribee Shire Council and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

ESSENTIAL CRITERIA

1. Qualification in Business, Communications, Logistics and/or demonstrated experience in scheduling.

- Demonstrated exceptional written communication skills including the ability to write in a clear, fluent and concise manner, with an ability to organise information in a logical sequence and produce written communications that are appropriate and readily understood by the intended audience.

2. Outstanding level of skill operating autonomously and exercising independent judgement to effectively

manage information in an environment of continuous change

3. Demonstrated ability in analytical problem-solving skills and facilitation technical resolutions within a customer-centric business-focused environment.

- Remarkable skills in the use of computer applications including Microsoft Office Suite and cloud based and other work-related platforms such as scheduling software
- Exceptional written communication skills including the ability to write in a clear, fluent and concise manner, with an ability to organise information in a logical sequence and produce written communications that are appropriate and readily understood by the intended audience.

4. Hold current C Class drivers licence.

ESSENTIAL REQUIREMENTS

- Maintain current drivers licence without restriction.
- Being able to physically meet the requirements of the role as detailed within the position description.
- Participate in Wingecarribee Shire Councils random drug and alcohol testing.
- Participate in All staff orientation, mandatory and compliance training relevant to role responsibilities.
- Demonstrated understanding of Work Health and Safety and Equal Employment Opportunity.

WHS RESPONSIBILITY

Implement, monitor and, or comply with Council's WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area.

Adequately familiarise and actively fulfil all WHS responsibilities as indicated in Council's WHS Roles and Responsibilities Matrix.

PHYSICAL DEMANDS CHECKLIST

Physical Demands	Frequency
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Frequent
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Frequent
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Infrequent
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Occasional
Kneeling - remaining in a kneeling posture to perform tasks	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Infrequent
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Infrequent
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Infrequent
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	Infrequent
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	Infrequent
Reaching - Arms fully extended forward or raised above shoulder	Infrequent
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Infrequent
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Infrequent
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Infrequent
Driving - Operating any motor powered vehicle	Occasional
Sensory Demands	**Frequency**
Sight - Use of sight is an integral part of work performance e.g. computer screens	Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Constant
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	Infrequent
Taste - Use of taste is an integral part of work performance e.g. Food preparation	Not applicable
Touch - Use of touch is an integral part of work performance	Infrequent

Psychosocial Demands	Frequency
Distressed People - e.g. Emergency or grief situations	Infrequent
Aggressive & Uncooperative People - e.g. irate customers	Infrequent
Exposure to Distressing Situations - e.g. Child abuse, removing deceased animals	Infrequent

Environmental Demands	Frequency
Dust - Exposure to atmospheric dust	Infrequent
Gases - Working with explosive or flammable gases requiring precautionary measures	Infrequent
Fumes - Exposure to noxious or toxic fumes	Infrequent
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Infrequent
Hazardous substances - e.g. Dry chemicals, glues	Infrequent
Noise - Environmental / background noise necessitates people raise their voice to be heard	Occasional
Inadequate Lighting - Risk of trips, falls or eyestrain	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Infrequent
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Infrequent
Confined Spaces - areas where only one egress (escape route) exists	Not applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Not applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Infrequent

CAPABILITIES FOR THE ROLE

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for all levels of the workforce. The Local Government Capability Framework is available at https://www.lgnsw.org.au/capability

Below is the overall set of capabilities and level required for this role. The capabilities in bold are the focus capabilities for this position, followed a list of their underlying behavioural indicators.

Capability Group	Focus Capability	Capability	Competency Level Required					
 **Personal Attributes**	☐	Manage Self	✔ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Display Resilience and Adaptability	✔ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Act with Integrity	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	✔	**Demonstrate Accountability**	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
 **Relationships**	☐	Communicate and Engage	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
	☐	Community and Customer Focus	☐ N/A	☐ Foundational	✔ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	✔	**Work Collaboratively**	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
	☐	Influence and Negotiate	✔ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
 **Results**	☐	Plan and Prioritise	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
	☐	Think and Solve Problems	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
	☐	Create and Innovate	✔ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	✔	**Deliver Results**	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
 **Resources**	☐	Finance	✔ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Assets and Tools	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
	☐	Technology and Information	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
	☐	Procurement and Contracts	☐ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
 **Workforce Leadership**	☐	Manage and Develop People	✔ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced
	☐	Inspire Direction and Purpose	✔ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
	✔	**Optimise Workforce Contribution**	✔ N/A	☐ Foundational	☐ Intermediate	✔ Adept	☐ Advanced	☐ Highly Advanced
	☐	Lead and Manage Change	✔ N/A	☐ Foundational	☐ Intermediate	☐ Adept	☐ Advanced	☐ Highly Advanced

FOCUS CAPABILITIES

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Demonstrate Accountability	**Adept**	• Is prepared to make decisions within own level of authority • Takes an active role in managing issues in the team • Coaches team members to take responsibility and follow through • Is committed to safe work practices and manages work health and safety risks • Identifies and manages other risks in the workplace
Relationships Work Collaboratively	**Adept**	• Contributes to a culture of respect and understanding in the organisation • Creates an atmosphere of trust and mutual respect within the team • Builds cooperation and overcomes barriers to sharing across teams/ units • Relates well to people at all levels and develops respectful working relationships across the organisation • Identifies opportunities to work together with other teams/units • Acts as a resource for other teams/ units on complex or technical matters
Results Deliver Results	**Adept**	• Takes responsibility for the quality and timeliness of the team's work products • Ensures team understands goals and expectations • Shares the broader context for projects and tasks with the team • Identifies resource needs, including team, budget, information and tools • Allocates responsibilities and resources appropriately • Gives team members appropriate flexibility to decide how to get the job done
Workforce Leadership Optimise workforce contribution	**Adept**	•

Template created by	**Name**	**Date**

FORM SUBMISSION
People and Culture

People and Culture Office Use only

Audited, graded and approved by HRBP	**Name**	**Date**

Recruitment Officer	Name	Date
Uploaded PD into PULSE		

ACKNOWLEDGEMENT

I have read and accept the above terms, conditions and duties of this position, as outlined in this position description.

In addition, I acknowledge the delegations for this position that have been sub delegated by the General Manager in accordance with section 378(2) of the Local Government Act 1993 and these may be subject to change without notice by the General Manager.

Please Note: Position descriptions may be reviewed from time to time if warranted due either to changes to the scope and responsibilities of the role or external influences that place different demands on local government. All reviews of this position description will be undertaken in consultation with the role incumbent.

Employee	enter a name	Signature		Date	enter a date.
Supervisor / Manager	enter a name	Signature		Date	enter a date.
Director / General Manager	enter name	Signature		Date	enter a date.