

COORDINATOR NETWORK OPERATIONS – POSITION DESCRIPTION

OUR VALUES & BEHAVIOURS**Proudly United****Value Statements:**

We are proudly united as a team, as members of EGW and as members of our community.

We work towards a common goal in a safe, respectful and inclusive workplace.

We celebrate success together.

Enabling Behaviours:

Share information and openly communicate

Understand your role in achieving the common goal and own it

Actively listen and participate

Support and encourage others

Truly Authentic**Value Statements:**

We act openly and honestly in everything we do and earn the trust of others by delivering what we promise.

We understand our strengths and our limitations.

We earn respect.

Enabling Behaviours:

Have the courage to do what's right even if it means taking the hard road.

Mean what you say and say what you mean

If you don't know ask!

Passionately Innovative**Value Statements:**

In an ever changing world our key to success is innovation and making the most of our resources.

We achieve this by challenging the status quo, collaborating and embracing change.

We value each other's ideas and learn from honest mistakes.

Enabling Behaviours:

Don't be afraid to ask questions and challenge respectfully

Put it on the table

Be curious and have an open mind

Explore opportunities and be willing to accept risk

Embrace change

Openly Accountable**Value Statements:**

We take personal responsibility and accountability for our actions and their outcomes.

We have a clear understanding of what is expected of us and act accordingly.

We seek to understand the changing needs of our internal and external customers and respond appropriately.

Enabling Behaviours:

Follow through

Be proactive

Hold self and others accountable, respectfully

Own your actions

Admit mistakes: learn from them & move forward

ABORIGINAL ACKNOWLEDGMENT

We acknowledge and respect the Gunaikurnai, Bidwell and Ngarigo Monero people as the Traditional Custodians of East Gippsland's land and waters. We pay our respects to their Elders both past, present and future leaders.

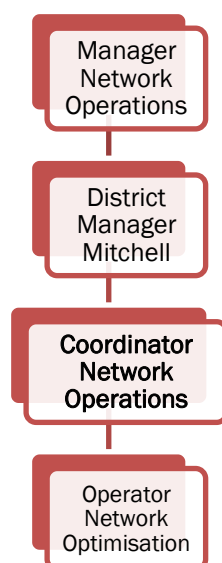
We recognise and respect their unique cultural heritage beliefs, and intrinsic connection to Country, that continues to be important to them today.

We have a strong commitment to building and developing our relationships and partnerships with Aboriginal and Torres Strait islander peoples, communities and organisations in the East Gippsland region and beyond.

POSITION DETAILS

Position Title:	Coordinator Network Operations	Effective Date:	September 2026
Department:	Service Delivery	Job Location:	Mitchell Depot and various locations
Reports To:	District Manager Mitchell	Supervises:	Operator Network Optimisation
External Contacts:	Customers, General Public, contractors, laboratories, Department of Health, other statutory bodies, suppliers, East Gippsland Shire, consultants, industry partners and other water corporations.		
FTE Classification:	1.0	Position Number:	Tbc
Prepared By:	People, Safety, and Culture; Manager Network Operations	Approved By:	General Manager Service Delivery

ORGANISATIONAL CHART



ABOUT THE ROLE

The Coordinator Network Operations coordinates day-to-day activities that support the safe, reliable and efficient operation of EGW's water and wastewater networks. The role uses SCADA, EAM, GIS, field observations and operational data to monitor network performance, identify reliability issues, establish and coordinate improvement plans, and support operational readiness through relevant business continuity testing, storage bypass preparation and response planning.

Reporting to the District Manager Mitchell, the position provides coordination, guidance and support to Operator Networks and field crew members who rotate through relevant network optimisation, sampling support and investigation activities as required.

The role works with field crews, Water Quality, Treatment Operations, maintenance, planning and scheduling, SCADA and contractors to support network investigations, water quality response, Inflow & Infiltration / non-revenue water planning, pump station performance monitoring, business continuity preparation and follow-up actions.

WHAT YOU WILL BE DOING

Network Optimisation	• Use SCADA, EAM, GIS, field observations, customer trends and other relevant operational information to monitor water and wastewater network performance, including reliability, pressure and flow trends, pump station performance, water quality indicators and other emerging operational issues. • Establish practical optimisation and performance improvement plans across water and wastewater networks, including inflow and infiltration (I&I), non-revenue water, system turnover, disinfection performance, wet weather response, pump station operation and network reliability. • Lead network investigations and follow-up actions where performance trends, alarms, customer complaints, water quality results or operational issues indicate further investigation or response is required. • Work with planning and scheduling to convert investigation findings and field intelligence into work requests, planned maintenance activities and follow-up actions. • Support continuous improvement of network operating practices by reviewing SCADA trends and other operational data, including flow, pressure, pump performance, disinfection performance, customer trends, water quality information and response procedures.
Water Quality response and sampling	• Support the delivery of operational water quality sampling activities in close consultation with the Water Quality team, including scheduling support, site access, field resource coordination, sample collection requirements, records, escalation and follow-up actions. • Coordinate field checks, resampling, flushing support, observations and escalation where water quality results, customer complaints or operational conditions require investigation or response. • Coordinate routine checks at nominated disinfection sites, including analyser checks, calibration support, chemical checks or top-ups, minor maintenance, records and escalation of issues. • Ensure sampling records, field testing results, photos, field notes and operational observations are captured through work orders and recorded

	accurately in EAM to support investigations, compliance records, reporting and trend analysis.
Business Continuity Planning	• Support business continuity planning by helping maintain, review and test relevant operational response plans, procedures and site-specific arrangements for water and wastewater network continuity. • Support coordination and preparation activities for planned and unplanned service disruptions, including storage bypass arrangements, temporary pumping, isolation planning, access requirements, materials, contractors and field resources. • Work with Treatment Operations, Water Quality, maintenance, planning and scheduling, SCADA, contractors and other stakeholders to confirm readiness, communication pathways, escalation triggers and follow-up actions for continuity events. • Capture outcomes from tests, exercises and actual events in EAM or relevant corporate systems to support lessons learnt, improvement actions and future preparedness.
Leadership and Coordination	• Provide day-to-day coordination, guidance, coaching and support to Operator Networks, including the Operator Network Optimisation – Water Quality and Sampling position and rotating field crew involvement as required. • Set priorities, coordinate field activities and support safe, efficient and consistent delivery of network optimisation, sampling, water quality response and network investigation tasks. • Coordinate rotating field crew involvement in sampling support, I&I investigations, disinfection checks, pump station checks, pressure and flow monitoring and other network optimisation activities as required. • Communicate clearly with Operator Networks, field crews, Water Quality, Treatment Operations, maintenance, planning and scheduling, SCADA, contractors and other stakeholders to coordinate field delivery and follow-up actions. • Support capability development, knowledge sharing and practical improvement across network optimisation, I&I, water quality response, disinfection monitoring, pump station performance and field-based response activities. • Provide and pass on relevant knowledge and training to team members and other employees as required.
Culture, Values & Behaviours	• Remain open, approachable and available for all staff within the team, promoting a positive, optimistic and enthusiastic work culture. • Build a supportive and cooperative environment, one that recognises the value of collaboration. • Support a workplace culture that enables diversity, fair and inclusive practices. • Represent and role model EGW Values & Behaviours, including Proudly United, Truly Authentic, Passionately Innovative and Openly Accountable.
Health, Safety & Environment	• Coordinate field activities so safety, environmental, hygiene and risk controls are understood and followed. • Check that work orders, corrective actions and follow-up items are recorded accurately in EAM and relevant corporate systems.

	• Support incident response and escalation by coordinating field information, resources, communications and follow-up actions where water quality, customer supply, network performance or public safety may be impacted. • Model EGW values and behaviours by communicating openly, following through on actions, supporting others and promoting safe, accountable and practical field delivery. • Communicate, apply, and promote Health, Safety and Environment policies, procedures and safe systems of work. • Contribute to developing a safe working culture through leading by example and acting responsibly for the safety of self and others. • Ensure activities are conducted in accordance with our risk management, environment and workplace health and safety management frameworks.
Records Management	• Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at East Gippsland Water in the Corporations Record Management system. • Conduct all customer and employee queries in a sensitive and confidential manner, ensuring the privacy of East Gippsland Water employees and customers.

SKILLS, QUALIFICATION & EXPERIENCE

SPECIALIST SKILLS

Required:	Desirable:
• Strong practical understanding of water and wastewater network operations, network optimisation, water quality response, disinfection performance and field-based risk controls. • Ability to coordinate regulatory and operational water quality sampling support in close consultation with the Water Quality team, including basic field testing, disinfection site monitoring and network water quality response activities. • Ability to use SCADA, EAM, GIS, field observations, customer trends and operational data to identify issues, support investigations and inform improvement opportunities. • Sound understanding of maintenance planning and scheduling interfaces, including work request quality, job readiness inputs, follow-up actions and planned maintenance prioritisation.	• Working knowledge of water and wastewater network hydraulics, pressure and flow performance, storage turnover, water age management and targeted network water quality improvement strategies. • Experience with developing and implementing improvement plans covering I&I and non-revenue water • Experience using SCADA trends, GIS, EAM data, dashboards or field-testing results to support network optimisation and maintenance prioritisation. • Understanding of drinking water quality risks, disinfection systems, customer complaint trends and operational controls used to support safe drinking water outcomes.

LEADERSHIP SKILLS

Required:	Desirable:
• Ability to provide day-to-day leadership, supervision, coaching and direction to Operator Networks. • Ability to set priorities, coordinate field activities and manage competing operational, water quality and maintenance planning demands. • Ability to apply sound judgement, escalate risk, support incident response and make practical decisions within defined authority. • Strong accountability for safe work practices, accurate records, customer service, capability development and delivery of agreed work priorities.	• Experience leading or coordinating small operational teams, field crews, contractors or cross-functional activities. • Experience mentoring employees, supporting competency development and building safe, consistent field work practices.

INTERPERSONAL SKILLS

Required:	Desirable:
• Well-developed communication skills, including the ability to communicate clearly with customers, members of the public, contractors, laboratories and employees across EGW. • Ability to build effective working relationships with Water Quality, Network Operations, Treatment Operations, maintenance, planning and scheduling and other stakeholders. • Ability to communicate operational priorities, investigation outcomes, escalation requirements and records in a clear, practical and timely manner.	• Experience communicating technical or operational water quality information in a clear and practical way to non-technical audiences. • Experience facilitating cross-functional discussions, field response planning, network investigations or continuous improvement activities.

QUALIFICATIONS

Required:	Desirable:
• Certificate III Water Industry Operations, a relevant trade qualification, or relevant industry experience; or willingness and ability to obtain Certificate III Water Industry Operations within an agreed timeframe. • Ability to obtain and maintain role-specific training and competencies required for network operations, water quality response support, disinfection monitoring and safe field-based work. • Current driver's licence. • Completion of compulsory training throughout the course of employment.	• Relevant Training or degree in water quality, network operations, disinfection systems, asset management, leadership or maintenance planning. • Training or experience in the use of SCADA, EAM, GIS, mobile field systems, dashboards or operational reporting tools. • Traffic management, working near roads, confined space, first aid or other field safety competencies relevant to water network operations.

EXPERIENCE

Required:	Desirable:
• Minimum 3 – 5 yrs experience coordinating field-based operational activities in water and wastewater networks, including network optimisation, infiltration and inflow investigations, water quality support or similar infrastructure improvement activities. • Experience using work order, asset management, mobile field or corporate systems to capture information and support planning, scheduling and follow-up actions. • Demonstrated experience applying procedures, risk controls and operational directions to support safe and reliable field work.	• Experience supervising or coordinating employees, contractors or cross-functional field activities. • Knowledge and skills gained through experience in the water, wastewater or recycled water industry. • Experience interpreting SCADA trends, field testing results, pressure observations, customer trends or other operational data to support network performance improvement.

KEY SELECTION CRITERIA

1. Demonstrated understanding of water and wastewater network operation, infiltration and inflow planning, network performance, network water quality, disinfection performance, SCADA adoption and practical network optimisation activities.
2. Experience supporting the planning and coordination of regulatory and operational water quality sampling activities, field testing, nominated disinfection site monitoring and network water quality response activities in close collaboration with the Water Quality team and other relevant technical stakeholders.
3. Ability to use SCADA information, EAM records, basic field-testing results, customer trends and water and wastewater network performance data to identify issues, support investigations and inform improvement opportunities.
4. Ability to coordinate with planning and scheduling to convert field intelligence and water and wastewater network improvement opportunities into planned maintenance activities, work requests and follow-up actions.
5. Demonstrated ability to supervise, coach and support employees, coordinate rotating field crew involvement, set work priorities, promote safe field practices and build capability in network optimisation, infiltration and inflow, water quality and disinfection-related activities.
6. Well-developed communication, stakeholder engagement and problem-solving skills, with the ability to work effectively with customers, laboratories, contractors, internal teams and other stakeholders.

ADDITIONAL REQUIREMENTS

Employees must be capable of fulfilling the requirements of the position with regard to the inherent activities/hazards and be able to meet any control measures provided in the interests of health and safety. However, reasonable adjustments will be made for persons with disabilities, impairments or cultural considerations unless to do so would impose an unjustifiable hardship, or result in the role not being able to be undertaken in a safe manner.

EGW is committed to an embedding and supporting a culture of inclusion through living our organisational Values and Behaviours, and through the principles identified in the Code of Conduct. EGW also respects an Enterprise Agreement made between the Corporation and its Employees.

All employees are required to uphold East Gippsland Water Code of Conduct and Values and Behaviours at all times. All East Gippsland Water employees are Victorian Public Sector employees and are also required to comply with the VPSC Code of Conduct.

For more information about our career opportunities and our current vacancies, please visit [Careers at East Gippsland Water | East Gippsland Water \(egwater.vic.gov.au\)](https://www.egwater.vic.gov.au/careers).