

Position Description

Operations Manager – Water and Wastewater

Position Code	10005
Division	Water, Wastewater and Waste
Department	Water and Wastewater
Classification/Grade/Band	Permanent Full Time Band 3 Level 4 Grade 19 Entry to Step 4
Date position Last Reviewed	July 2025

Role Purpose

The Operations Manager – Water and Wastewater leads and manages a multi-disciplinary team to deliver customer focussed operations and maintenance aspects of Council's Water and Wastewater Assets in accordance with Council Strategic, Management, Corporate and Business Plans within legislative and budgetary requirements.

The Operations Manager – Water and Wastewater identifies and reports matters to the executive management team to inform sound decision making. The role provides certainty that Council is meeting its legislative obligations, through due diligence and the deployment of contemporary best practice methods, in respect to the services provided and that such services are delivered to meet any adopted delivery targets and / or Council Policies.

The role has operational oversight of the following departments, or functional areas:

- Water Treatment Plant, pump station and reservoir operations
- Sewerage treatment plant & pump station operations
- Water and Sewer Mains design, construction, operation, and maintenance
- Plumbing, Drainage and Tradewaste
- Metering

The Operations Manager determines the strategic priorities and delivery frameworks for the listed departments and functional areas.

As a member of the Water, Wastewater and Waste management team, the incumbent will generally possess advanced level capabilities (as defined in the five (5) themes within the Local Government Capability Framework).

Council Structure

Council's leadership team comprises the General Manager assisted by three Directors and an Executive Manager (Director equivalent). Details of Council's current organisational structure can be found within Council's 23/24 Operational Plan at <https://council.lithgow.com/>.

Council Values

The guiding principles of Integrity, Resilience, Respect, and Accountability define how Lithgow City Council strengthens its working environment to deliver quality services to our community.

Key Accountabilities

Within the area of responsibility, this role is accountable to:

- Lead by example and focus teams to achieve delivery of innovative, technically sound, cost effective and safe engineering solutions for water and wastewater treatment and reticulation infrastructure.
- Contribute to the ongoing planning for and management of Water and Wastewater Assets
- Management of finances and assets applicable to the Section and provide input into the development of Council's Workforce and Asset Management Plans, Operational Budget, and long-term financial planning.
- Management of risk to Council whilst facilitating effective water and wastewater operations.
- Ensuring compliance with across the section with relevant legislation, current guidelines, and standards applicable to an urban water utility such as plumbing, drainage, trade waste, WHS, EPA licensing.
- Participate in the Integrated Planning and Reporting framework to ensure the activities of the Section align with the future direction of Council.
- Specialist support and coordination of Council's response to regulatory reporting, licensing and operations with key stakeholders such as DPE Water, EPA, NSWHealth.
- Actively engage with the community to ensure that service planning decisions properly consider their views.
- Coach and mentor teams to identify opportunities for improvement, and foster a culture of innovation and continuous improvement in the workplace with succession and employee development at the forefront.
- Participate in cross organisational effort to deliver strategic initiatives as identified through the Integrated Planning and Reporting framework.

Key Challenges

- Balancing commercial, political, environmental, and social issues to achieve best outcomes for the Lithgow area and community.

- Keeping abreast of rapidly evolving industry reform / legislative changes and implementing such in a due diligent and practical manner, having regard to the particular attributes of the local government area of Lithgow.
- Embracing a continual change mindset, seeking out and implementing new initiatives and opportunities for continual improvement

Key Internal Relationships

Who	Why
Executive Manager – Water, Wastewater and Waste	• Seek support for innovative activities, obtain strategic direction and guidance on sensitive matters, and provide advice to ensure adequate risk management is applied to protect the organisation. • Provide development insights and information to the director for decision-making and driving sustainable development
Executive Leadership Team	▪ Build strategic relationships and persuade the ELT to adopt corporate strategies where there are conflicting business interests and opinions. ▪ Liaise to obtain and provide, strategic direction and guidance on areas of responsibility. ▪ Manage and escalate issues as appropriate.
Councillors / Committees	• Provide advice through the Executive to inform decisions that contribute to achieving council objectives.
Supervisors	▪ Inspire, motivate, support and lead the team to work collaboratively to achieving Water and Wastewater objectives in a timely, efficient and professional manner. ▪ Guide, support, coach and mentor to foster a culture of inclusion, openness, performance and mutual support. ▪ Communicate strategic priorities and direction. ▪ Receive and provide updates, advice, information and recommendations on programs, projects and priorities. ▪ Lead discussions and decisions regarding the development and implementation of innovation and best practice for improved service delivery.
Staff	▪ Communicate strategic priorities and direction. ▪ Foster a culture of inclusion, openness, performance and support. ▪ Provide timely, accurate, confidential and sensitive support, direction and advice on areas of responsibility

Key External Relationships

Who	Why
Representatives of relevant statutory authorities, industry bodies and community organisations	▪ Establish and maintain collaborative working relationships to stay abreast of changes in areas of responsibility and ensure that Council's strategic and operational interests are advanced. ▪ Engage to understand needs and provide specialist advice, information and recommendations on policy, process and legislation.

Members of the public, developers, ratepayers, residents and community groups	▪ Provide timely response to activities of the Development and Land Use section. ▪ Facilitate negotiated outcomes that benefit proponents and community, while upholding sound development and land use principles. ▪ Demonstrate how the decision-making process has considered the community and their interests.
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Decision Making

- The position is accountable for decisions relating to the day-to-day operations of the department provision of advice to staff in relation to areas of responsibility, the resourcing of projects within existing budget constraints and providing timely advice to the Executive Manager and executive team.
- Provides advice to the General Manager, Executive Leadership Team, Councillors, and relevant stakeholders on Water and Wastewater issues, challenges and the strategic direction of council with relation to Water and Wastewater Operations.
- Has authority to determine day to day work priorities, deploy resources and allocate duties within approved delegations.
- Makes decisions and acts within Council's core values, ethical standards, strategic plans and priorities, regulatory frameworks and policies, delegations, procedural frameworks and guidelines, and in line with Council's Integrated Planning & Reporting strategies.
- Responsible for the effective management and use of human, financial and other resources within set budget and resource parameters.

Budget

This position has oversight of Council's Water and Wastewater Operations budgets of approx. \$15 million revenue

Key Capabilities

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 elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework

Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Advanced
	Display Resilience and Adaptability	Advanced
	Act with Integrity	Highly Advanced
	Demonstrate Accountability	Highly Advanced
 Relationships	Communicate and Engage	Advanced
	Community and Customer Focus	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Advanced
 Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Highly Advanced
	Create and Innovate	Advanced
	Deliver Results	Advanced
 Resources	Finance	Advanced
	Assets and Tools	Advanced
	Technology and Information	Advanced
	Procurement and Contracts	Advanced
 Workforce Leadership	Manage and Develop People	Advanced
	Inspire Direction and Purpose	Advanced
	Optimise Workforce Contribution	Advanced
	Lead and Manage Change	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 Act with Integrity	Highly Advanced	- Champions and acts as an advocate for the highest standards of ethical and professional behaviour. - Sets a tone of integrity and professionalism in the organisation and in dealings external to the organisation. - Defines, communicates and evaluates ethical practices, standards and systems and reinforces their use. - Creates a climate in which staff feel empowered to challenge and report inappropriate behaviour. - Acts promptly and visibly in response to complex ethical and people issues
Personal Attributes Demonstrate Accountability	Highly Advanced	- Acts in the public interest at all times - Is prepared to act and take ownership for difficult decisions. - Supports and stands by people in the organisation who have made an honest mistake. - Creates a climate in which people feel supported to take responsibility for outcomes. - Establishes effective governance systems to ensure safe work practices and to mitigate and manage organisational risks
Relationships Communicate and Engage	Advanced	- Presents with credibility and engages varied audiences. - Translates complex information concisely for diverse audiences. - Creates opportunities for others to contribute to discussion and debate. - Demonstrates active listening skills, using techniques that contribute to a deeper understanding. - Is attuned to the needs of diverse audiences, adjusting style and approach flexibly. - Prepares (or coordinates preparation of) high impact written documents and presentations
Results Think and Solve problems	Highly Advanced	- Quickly grasps unfamiliar concepts and deals comfortably with complexity. - Demonstrates deep knowledge and expertise across numerous subject areas. - Critically analyses information and seeks diverse perspectives to formulate effective responses to policy issues. - Identifies and evaluates broader impacts of proposed policies and solutions. - Makes good decisions based on available evidence, observed patterns and evaluation of risks and benefits

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Results Deliver Results	Advanced	▪ Sets high standards and challenging goals for self and others. ▪ Delegates responsibility appropriately and provides support. ▪ Defines what success looks like in measurable terms. ▪ Uses own professional knowledge and the expertise of others to drive results. ▪ Implements and oversees quality assurance practices
Resources Assets and Tools	Highly Advanced	▪ Engages in strategic planning to ensure the organisation's assets support delivery of the strategic plan. ▪ Ensures effective governance of the allocation, maintenance and investment in assets and tools. ▪ Promotes the role of councils as custodians of community assets. ▪ Actively pursues asset risk minimisation strategies, plans and outcomes
Workforce Leadership Manage and Develop People	Advanced	▪ Knows the individual strengths, weaknesses, goals and concerns of members of the team. ▪ Fosters high performance through effective conversations and feedback and by providing stretch opportunities. ▪ Identifies and develops talent across the organisation. ▪ Coaches and mentors' staff to foster professional development and continuous learning. ▪ Implements performance development frameworks to align capability with the organisation's current and future priorities. ▪ Resolves team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way
Workforce Leadership Optimise Workforce Contribution	Advanced	▪ Ensures resource management plans effectively distribute people resources in line with priorities. ▪ Develops workforce management plans that link to current and future organisational priorities and objectives. ▪ Uses talent management processes to guide learning and development investment and to allocate critical roles. ▪ Recruits capable people with varied backgrounds, styles and strengths

Reports to

Executive Manager – Water, Wastewater and Waste

Direct Reports

Four (4) Direct reports:

- Reticulation Supervisor
- Plant and Pump Station Supervisor

- Water and Wastewater Operations Engineer
- Plumbing, Drainage and Tradewaste Officer

Estimated Number of Indirect Reports

- Twenty-two (22)
- **Essential Requirements**
 - Tertiary qualifications at the degree level in Engineering, or related discipline, or equivalent experience.
 - Experience in managing water and sewer assets and ability to meet statutory requirements.
 - Experience in managing and leading a team of staff to achieve desired outcomes.
 - Strong interpersonal and communications skills, with particular emphasis in the areas of consultation, advocacy, negotiation, influencing and assertiveness in order to successfully resolve stakeholder issues and meet changing organizational needs relevant to the work areas.
 - Comprehensive knowledge and understanding of the WHS Act and associated regulations including the development and implementation of WHS Risk Management Procedures.
 - Project Management abilities including detailed knowledge of technical specifications, project scheduling techniques, project cost estimating and control, tendering processes, quality assurance and control and management of contract services.
 - Demonstrated ability to maintain budget control.
 - Demonstrated understanding of asset management.
 - Demonstrated Commitment to the principles of honesty and integrity.
 - Class C Drivers Licence

Desirable Selection Criteria

- Strategic Planning experience
- Demonstrated ability to deal with external authorities such as the NSW Environment Protection Authority (EPA), Department of Planning and Environment Water, NSW Health, WaterNSW.
- Demonstrated competency in understanding and complying with statutory requirements including, but not limited to, Environment Protection licences and Development Consent conditions.

Signatures

I agree to the requirements of this Position Description.

_____	_____
Employee	Date
_____	_____
Director	Date