

WASTEWATER QUALITY OFFICER – 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

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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.

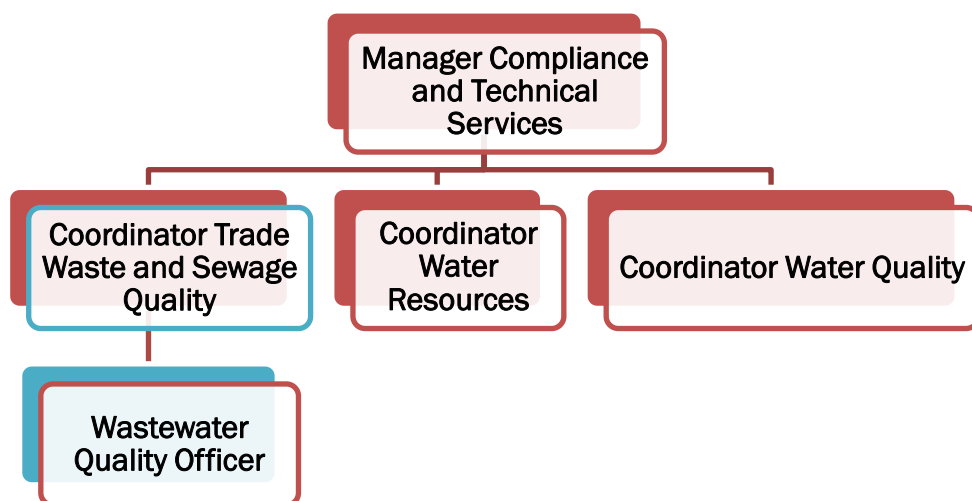
We recognise and respect their unique cultural heritage beliefs, and intrinsic connection to Country, that continues to be important to them today.

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:	Wastewater Quality Officer	Effective Date:	January 2025
Department:	Service Delivery	Job Location:	Bairnsdale Office
Reports To:	Coordinator Trade Waste and Sewage Quality	Supervises:	Nil
External Contacts:	Community, Customers, Industry Partners, Contractors and Consultants		
FTE Classification:	1.0	Position Number:	TBC
Prepared By:	People & Culture; Manager Compliance and Technical Services	Approved By:	General Manager Service Delivery

ORGANISATIONAL CHART



WASTEWATER QUALITY OFFICER

ABOUT THE ROLE

The Wastewater Quality Officer supports the effective management of trade waste, inflow and infiltration (I&I), and odour and corrosion, to achieve objectives of wastewater asset management, regulatory compliance, customer service, cost recovery and regional economic development.

The role provides this support through the design and implementation of innovative monitoring programs and interventions, including the management of trade waste agreements.

WHAT YOU WILL BE DOING

Wastewater systems	- Implementing with guidance, key elements of a risk-based trade waste management system. - Participate in the establishment, review and administration of customer trade waste agreements and provide technical input for other trade waste agreements. - Establish and coordinate sampling and investigation programs related to trade waste, I&I and odour and corrosion. - Undertake analysis and reporting of sampling and investigation programs to identify trends, trade waste compliance and causes of wastewater quality issues - Ensure effective working relationships with trade waste customers. - Establish and coordinate initiatives to address trade waste compliance and support customer cleaner production initiatives. - Identify and justify initiatives to address odour and corrosion and I&I and collaborate with delivery partners to support implementation. - Support internal stakeholders with technical insights on trade waste, I&I, and odour and corrosion matters.
Asset Management	- Support asset management framework through provision of asset condition assessment information, where relevant. - Support the identification and management of wastewater quality and I&I related risks to wastewater assets. - Provide practical support for minor asset installations, renewals, and upgrade projects associated with trade waste. - Ensure all necessary trade waste maintenance activities are identified, clearly documented, and reliably executed to facilitate adequate scheduling in alignment with availability and utilisation plans.
Teamwork	- Provide and pass on relevant knowledge and training to team members and other employees as required. - Liaise effectively between the Service Delivery team and other sections of EGW. - Assist with Emergency Management functions as required. - Be open to new ideas, demonstrate a willingness to change, and maintain a positive attitude towards changes.
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	- 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.

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	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:
- Well-developed practical skills and the ability to work alone safely in moderate risk environments. - Broad understanding of the legislation and the regulatory environment associated with wastewater and trade waste management. - Demonstrated technical knowledge relevant to wastewater quality. - Demonstrated data handling skills with the ability to prepare reports on a wide range of issues. - Knowledge of field sampling methodology and data interpretation. - Ability to maintain effective relationships with trade waste customers and promote compliance.	- Knowledge of the occupational health and safety standards associated within the water and wastewater industry. - Knowledge of promoting and implementing sustainable practices, particularly in waste minimisation.

LEADERSHIP SKILLS

Required:	Desirable:
- Prioritise multiple tasks to meet the needs of internal and external customers. - Manage own time effectively to achieve a high level of reliability, efficiency and develop and maintain a community service mindset. - Ability to support Major Customers and develop effective relationships.	Collaboration with other internal teams to build effective across organisation practices for wastewater quality management.

INTERPERSONAL SKILLS

Required:	Desirable:
• Demonstration of alignment to our organisational values. • Well-developed oral, written communication and comprehension skills. • Ability to work well with others in a team environment. • An ability to liaise with, and gain the cooperation and assistance of others to address specialist challenges appropriate to EGW's requirements. • Able to work independently and exercise judgment with limited supervision. • An ability to communicate procedures with regard to trade waste management.	• Ability to negotiate effectively with major customers and trade waste agreement holders. • Ability to build and maintain a network of professional contacts within the Water industry

QUALIFICATIONS

Required:	Desirable:
• Certificate III in Water Industry Operations, or willing to complete it within 2 years of commencement, or relevant degree / diploma. • Prior to operating plant and equipment, employees will be required to obtain, or produce existing licences or endorsements. • A current valid driver's licence. • Compulsory training throughout course of employment	• Water industry related degree or diploma qualification. • Trade certifications particularly plumbing or equivalent.

EXPERIENCE

Required:	Desirable:
• Practical knowledge and skills gained through 1-3 years of relevant work experience.	• 3-5 years' experience in the water or equivalent industry particularly relating to environmental and wastewater management.

KEY SELECTION CRITERIA

1. Ability to analyse complex information from multiple data sources, and implement solutions with attention to detail and a methodical approach to problem solving.
2. Demonstrated practical skills and the ability to work safely alone and with wastewater team.
3. Well-developed communication, negotiation, and influencing skills with the ability to represent EGW to major customers, suppliers, contractors, and consultants.
4. Understanding of a risk-based approach to trade waste management and wastewater treatment, and/or land management.
5. Positive attitude towards personal development including being united, authentic, innovative, and accountable to achieve corporate objectives.
6. Effective time management skills combined with the ability to prioritise to ensure quality outcomes during times of peak activity.

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. This includes working with wastewater including infrequent site work at sewer pump stations and associated treatment plants. 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://egwater.vic.gov.au/careers).