

## POSITION DESCRIPTION

<b>Position title</b>	Water Quality Compliance Officer
<b>Section</b>	Operational Monitoring & Reporting
<b>Employment type</b>	Full Time Permanent
<b>Classification</b>	Band 6
<b>Location</b>	Warrnambool
<b>Date Approved</b>	July 2025
<b>Approving Officer</b>	General Manager Assets & Service Delivery

## POSITION OBJECTIVES

To support the ongoing implementation and improvement of Wannon Water's Drinking Water Quality Risk Management Plan in alignment with the Safe Drinking Water Regulations 2025.

The position plays an important role in ensuring:

- Accurate monitoring and reporting of drinking water quality,
- Effective coordination of regulatory documentation and sampling data,
- Assistance with the roll-out of new regulatory requirements through to 2027.

This role contributes to public health protection and regulatory compliance through practical field coordination, data analysis, and administrative support of quality assurance systems.

## KEY RESPONSIBILITIES & DUTIES

**Supporting the Manager Operational Monitoring and Reporting in the delivery of:**

- Assist in updating documentation and records in line with staged regulatory updates under the Safe Drinking Water Regulations 2025.
- Provide administrative and technical support for the Drinking Water Quality Risk Management Plan updates, data system changes, and sampling program adjustments.
- Oversee business wide implementation and continuous improvement of the above plan.
- Lead catchment, water treatment plant and distribution system quality risk management and compliance investigations and deliver on outcomes.
- Producing source water assessments and water quality improvement plans.
- Development of water treatment plant performance reports.

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### Drinking Water Quality Risk Management Plan

- Development and implementation of a whole of system Drinking Water Quality Risk Management Plan (DWQRMP), with a particular emphasis on continuous improvement.
- Development, implementation and continuous improvement of the:
  - Water Treatment Plant and Distribution System Risk Assessments, and associated Process Control Manuals.
  - Supporting programs as per the DWQRMP.
  - drinking water quality monitoring program that meets changing business, regulatory and operational needs.
  - ongoing review of the drinking water quality data and related data management & reporting systems.
  - ongoing analysis & reporting of drinking water quality monitoring program data to inform business and regulatory KPI's, risk-based decisions concerning water quality operational performance and for the commissioning of new assets.
- Assist with ensuring Wannon Water employees understand their roles within the DWQRMP.
- Provide KPI and annual reporting in a timely manner and KPI target compliance
- Assist with continual assessment of current and emerging regulatory or business changes ensuring the risk exposure to drinking water quality is managed and minimised.
- Assist with incident investigations.

### Continuous Improvement Focus

- Assist and contribute to the business innovation and improvement required for DWQRMP by identifying opportunities and coordinating improvement projects within Operations.
- Coordinate implementation of corrective actions / monitoring of DWQ non-conformances throughout the system & ensure timely advice/direction is provided to operational teams regarding effective close out
- Assist with change management and training within Wannon Water where required for the new systems and/or procedures being implemented.
- Participate in collaborative industry research projects, programs and networks and stay informed of Australian and global water quality initiatives and standards.

### Integrated Management Systems

- Monitor and review the treatment operations integrated management systems and ensure that they meet regulatory requirements and corporate objectives – including but not limited to:
  - Drinking Water Quality Management System (DWQMS) based on HACCP or equivalent principles.

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- Environmental Management Systems based on ISO 14001.
- Occupational Health & Safety based on AS/NZS 45001.
- Develop and maintain Wannon Water operational procedures and related documentation.
- Provide advice to management on the development of procedures and programs.

## ORGANISATIONAL RELATIONSHIPS

<b>Responsible to</b>	Manager Operational Monitoring & Reporting
<b>Responsible for External Liaison</b>	Public Authorities, Regulators, Consultants, Contractors, Professional Personnel, Customers (including major customers) and the Public

## ACCOUNTABILITY AND EXTENT OF AUTHORITY

Performs monitoring and reporting work with consultation and referral to senior management.

Provides specialist advice to employees, customers and regulators, where the freedom to act is subject to regular supervision, governed by corporate objectives and legislation and regulatory requirements. The effect of decisions and actions taken may be significant but decisions will be subject to appeal or review by more senior employees.

The extent of authority is to use ones own initiative and judgement in presenting proposals to management

Formal input into policy development may be required in the area of expertise.

Supervision and training of junior staff with support from more senior employees.

## JUDGEMENT AND DECISION MAKING

The nature of work is usually specialised with methods, procedure and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations. Guidance and advice are usually available.

## SPECIALIST SKILLS & KNOWLEDGE

- Proficiency in the application of theoretical or scientific disciplines.
- Demonstrated investigative, conceptual, analytical and problem solving ability, including the ability to identify emerging issues and trends and to balance competing demands.
- Knowledge of legislation relevant to the water industry.

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- Practical knowledge of Quality, Safety and Environmental Management systems and the ability to develop documentation within a quality framework.
- Knowledge of the processes and risks associated in the provision water and wastewater services.
- Demonstrated high level of ability to collect, prepare and analyse data with experience in the use of computer packages for storage, retrieval and manipulation of quality data.
- Experience in researching, investigating, and collating information used to write manuals and procedures.
- A sound knowledge of relational databases, reporting tools and MS Office.

### MANAGEMENT SKILLS

- Self-motivation, management of time, setting priorities and organising one's own work.
- Management of time and resources to meet deadlines.
- Ability to prepare an action plan for areas of responsibility, timetable the tasks and meet the objectives within the timetable.
- Ability to lead and motivate ad hoc project teams within the operations department to achieve the required outcomes.

### INTERPERSONAL SKILLS

The position requires liaising with their counterparts in other organisations to discuss specialist matters and with other employees in their own organisation and to resolve problems.

The incumbent shall have the ability to:

- Perform effectively in a team environment.
- Cooperate and work well with others in the pursuit of team goals:
  - Share information;
  - Support others;
  - Show consideration; and
  - Concern and respect for others feelings and ideas.
- Respond and adjust easily to changing work demands and circumstances.
- Be open and receptive to new ideas.
- Build productive networks:
  - Is able to forge useful relationships and partnerships with people across business areas, functions and organizations.
- Work both independently and in a team environment.
- Be motivated toward improving customer service.

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## QUALIFICATIONS & EXPERIENCE

### Desirable

- Tertiary qualification in engineering, environmental engineering or the sciences, or other appropriate technical qualifications or substantial relevant industry experience.
- Experience in water supply and sewerage system operations and management.
- Experience with quality system certification.
- Experience in developing and maintaining documentation in quality system formats.
- Experience in report writing using report writing tools such as Microsoft Reporting Services.
- Some experience with relational databases would be advantageous.

A valid Australia driver's licence is required.

## INTEGRATED MANAGEMENT SYSTEMS

Wannon Water will plan, establish, implement, maintain, comply with and continually improve an Integrated Management System containing the elements of:

- ISO 55001: Asset management – Management systems – Requirements
- ISO 31000: Risk Management - Requirements
- AS/NZS ISO 9001: Quality management systems - Requirements
- AS/NZS ISO 14001: Environmental management systems - Specification with guidance for use and AS/NZS ISO 14004: Environmental management systems - General guidelines on principles, systems and supporting techniques
- AS/NZS ISO 45001: Occupational health and safety management systems – Requirements with guidance for use; and
- HACCP based Drinking Water Quality Management System

Every employee has the right and obligation to continually improve the Integrated Management System by:

- initiating action that prevents deficiencies and
- initiating, recommending and providing solutions to Management.

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## OTHER INFORMATION

### Values

Wannon Water employees will demonstrate the values of the Victorian Public Sector as described in the Code of Conduct for Victorian Public Sector Employees (Responsiveness, Integrity, Impartiality, Accountability, Respect, Leadership, Human Rights) as well as Wannon Water's values:



We are committed to a destination where:

- Our people love working at Wannon Water.
- Our customers consider us great value.
- Our community partnerships help this region flourish.
- We are proud of our business excellence.

### Inclusion and Diversity

Wannon Water embraces all forms of diversity and promotes family friendly working hours and leave arrangements to ensure our workforce is representative of the community that we serve.

### Minimum Employment Period

All successful applicants will be subject to six month minimum employment period as per the Fair Work Act 2009

### Code of Conduct for Victorian Public Sector Employees

The Corporation will require all successful applicants to adhere to the values and principles outlined within the Code of Conduct for Victorian Public Sector Employees.

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#### Policies and Procedures

All employees will adhere to systems, policies and procedures in relation to the Corporation's activities.

Employees should also adhere to the following principle:

"The employee shall not use the position for his or her personal gain or advantage, nor disclose any confidential information which may be acquired as a result of his or her employment by the Corporation".

#### Occupational Health & Safety

Wannon Water has developed OH&S policies & Procedures that are designed to meet the requirements of the internationally recognised ISO 45001. This standard ensures that all employees are provided with a safe and healthy working environment. Compliance is mandatory

#### Equal Employment Opportunity

Wannon Water observes the principles of Equal Employment Opportunity and it is the responsibility of each and every employee of Wannon Water to ensure the workplace is free from discrimination.

#### Training & Development

Wannon Water and its employees agree that well planned training is important to the success of the organisation. Wannon Water will work with employees to identify areas where the provision of training is required. An annual performance review of each employee will be undertaken by the employee's manager/coordinator in consultation with the employee to identify, plan and implement relevant training and development for the upcoming twelve months.

Wannon Water commits to providing suitable targeted training to equip employees with the necessary skills and competency to undertake their work.

Employee		Manager	
Name	<hr/>	Name	<hr/>
Signature	<hr/>	Signature	<hr/>
Date	<hr/>	Date	<hr/>