

POSITION DESCRIPTION

Position title	Branch Manager Water Quality & Environmental Services
Section	Assets & Service Delivery
Employment type	Permanent
Classification	Senior Management
Location	Warrnambool
Date Approved	October 2025
Approving Officer	General Manager Assets & Service Delivery

POSITION OBJECTIVES

The ongoing effective and efficient operation of Wannon Water's water quality and environmental management systems to ensure the ongoing achievement of Wannon Waters service delivery and business performance targets

This includes the ensuring systematic and robust processes exist for operational monitoring of treatment services and system operations while ensuring compliance with Safe drinking water and environmental regulations.

The effective management of the Major Customer portfolio and external clients, including trade waste and water supply services.

The effective delivery of a diverse program of natural asset and water recycling activities arising from relevant Strategies, Strategic Risk register and Corporate Plan.

Improvements to water and wastewater systems minor capital delivery to improve business efficiency, regulatory compliance and customer satisfaction.

The adoption of a mindset of Zero Harm to people and Zero Harm to our environment sees us empowering each other to:

- Promote safe and inclusive behaviours in the workplace
- Consider community and environmental impacts in everything we do
- Intervene where necessary to support Zero Harm outcomes

The delivery of Water Quality & Environmental Services shall be undertaken in accordance with the Wannon Water's Integrated Management system and including the oversight and continual improvement of compliant water quality and environmental management systems as part of Wannon Water's Integrated Management System.

Strategic monitoring and reporting, collaboration and advice to improve the performance of Service Delivery and the delivery of Corporate and Water Plan outcomes.

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KEY RESPONSIBILITIES & DUTIES

As the Branch Manager Water Quality & Environmental Services within the Assets & Service Delivery Department the primary responsibilities and accountabilities include:

Leadership

- Lead, motivate and develop Water Quality & Environmental Services staff to ensure the achievement of corporate objectives and service delivery standards
- Demonstrate professionalism and commitment to Wannon Water's value that inspires and influences staff
- Support the development of Wannon Water through effective change management practices and integrated management philosophies
- Support team members by optimising and recognising their contribution to the business through providing a positive, challenging working environment that provides opportunity to acquire and utilise skills to increase the productivity of the business.

Teamwork

- Foster an environment of collaboration within the operations team, the Assets & Service Delivery department and the wider organisation
- Act as a member of Wannon Water's Senior Management Team and contribute to the performance of this team.

Integrated Management Systems Coordination

Responsible for the development, implementation, integration and continual improvement of the Drinking Water Quality Management System (DWQMS) based on HACCP principles across Wannon Water.

Responsible for the development, implementation, integration and continual improvement (within the realm of the Assets & Service Delivery Department) of:

- Environmental Management Systems based on ISO 14001 and Quality Systems ISO 9001

Recycling

- Oversee implementation of programs to increase beneficial use of recycled water.
- Oversee management of biosolids collection, treatment and recycling.
- Oversee management and operation of farms associated with water recycling.

Minor Capital Works

- Oversee the investigation, design and project management of minor operational capital improvements and detailed project justifications.

Corporate Strategy

- Development of Natural Assets Management Plan
- Support the development and implementation of the corporate asset management strategy

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- Support the development of maintenance, operation and asset management strategies in support of Wannon Water's Risk Management Policy.

Business Systems

- Development and oversee the implementation of business strategies and systems for the maintenance of reuse treatment systems.
- Support the development of maintenance programs for reuse and natural asset systems
- Identify, develop and maintain the works management system (MAXIMO)
- Identify the business system requirements for Water Quality & Environmental Services functions including information systems for Water Quality and Environment systems

Customer Service

- Oversee the management and response to external and internal customers regarding water quality, environmental, reuse and trade waste activities.
- Promote a positive customer experience culture.

Emergency Response

- Assist the Risk & Emergency Manager prepare and periodically test emergency response plans and integrate with disaster plans.
- Assist the Risk & Emergency Manager establish and maintain incident response procedures.
- Be accountable for timely and appropriate response to treatment failure incidents, water quality and environmental incidents including liaison with regulators and other stakeholders, including notification to the Emergency Manager where the incident is beyond a predetermined threshold, and to the General Manager Assets & Service Delivery (or in his absence the MD).
- Support the organisation's response to incidents by participating within the organisation's Incident Management Teams if and when required

Trade Waste

- The provision of tradewaste and water supply services to Wannon Waters Major Customers and key external clients ensuring data collation to and from the billing process is accurate and timely, and that relationships are proactive and professional.

Performance Measurement

- Undertake statutory and business reporting associated with water, wastewater, biosolids and recycled water treatment and reuse systems.
- Develop and implement Key Performance Measures and control systems compatible with Wannon Water's system to enable performance reporting and exception reporting.
- Oversee Branch performance measurements and control systems compatible with Wannon Water's system to enable proper internal control and exception reporting

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Statutory Compliance

- Ensure a high standard of compliance with relevant water quality guidelines, effluent discharge licences and other environmental compliance standards.
- Maintain an effective working relationship with the Victorian Environmental Protection Authority and the Department of Health.

Financial

- Develop an annual budget for the administration of the Water Quality & Environmental Services Branch.
- Delivery responsibilities in accordance with the nominated budget and contribute to the financial accountability and growth of Wannon Water.

Special Duties

- Prepare regular and special reports as required by the General Manager Assets & Service Delivery and carry out other duties as directed from time to time.

ORGANISATIONAL RELATIONSHIPS

Responsible to	General Manager Assets & Service Delivery
Responsible for	All employees within the Water Quality & Environmental Services Branch
External Liaison	Public Authorities, contractors, consultants, government, agencies, professional personnel, businesses, customers and suppliers

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Freedom to act is governed by policies and delegations of the Board and legislative and regulatory requirements.

Maintain authority, as Branch Manager Water Quality & Environmental Services over all Water Quality & Environmental Services Branch staff and delegate authority and responsibility to individual employees where appropriate, to ensure the efficient and effective operation of this function.

This position will coordinate the maintenance functions consistent with Wannon Water's objectives and strategic directions under the general guidance of the General Manager Assets & Service Delivery.

This position will be expected to be highly self-sufficient.

This position is responsible for ensuring that all Water Quality & Environmental Services Branch employees work in a safe environment and use sound and safe work practices which results in maximising employee's health and safety in accordance with the Occupational Health and Safety Act.

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JUDGEMENT AND DECISION MAKING

This position is expected to develop policy in consultation with the General Manager Assets & Service Delivery within the areas of responsibility.

This position requires the incumbent to use significant initiative to develop systems schedules and methods to efficiently and effectively carry out the functions.

This position will make all decisions necessary for the proper performance of the duties within the limits of budget constraints, policy, procedure and direction of Wannon Water, Managing Director, General Manager Assets & Service Delivery and the limitations of the law.

This position will make recommendations to the General Manager Assets & Service Delivery regarding policy, procedures and methods that would improve the efficiency and effectiveness of this operation.

Generally, guidance will be sought from external experts in the field with general guidance being available from the General Manager Assets & Service Delivery.

SPECIALIST SKILLS & KNOWLEDGE

The position requires strong leadership skills to lead and motivate staff, general management skills, a sound knowledge of water, sewer and recycled water systems and regulatory requirements (or industry equivalent).

This position requires:

- A sound knowledge of the development and implementation of Water Quality and Environmental Management systems
- Sound knowledge of maintenance of water, reclaimed water and recycled water infrastructure assets (or equivalent)
- A systematic and creative approach to problem solving and alternative solutions.
- A sound knowledge of the legislative requirements to perform the functions.
- Knowledge of administrative procedures, budgeting and financial procedures.
- Ability to apply Scientific knowledge to provide sound solutions.
- Sound knowledge of the application of Quality Management Systems in an operational environment.

MANAGEMENT SKILLS

This position requires:

- Self-motivation, management of time, setting priorities and organising one's own work
- Effective competencies in performance management, development and training of staff
- Ability to prepare strategic plans for areas of responsibility, timetable the tasks and meet the objectives within the timetable
- Ability to lead, recognise and motivate staff in a performance culture.

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INTERPERSONAL SKILLS

The Branch Manager Water Quality & Environmental Services must have excellent leadership and communication skills.

This position requires;

- Very well developed ability to manage people, inclusive of gaining cooperation in change management.
- Ability to lead and motivate teams in a manner that encourages high levels of satisfaction, motivation and commitment.
- Written skills at a level suitable for direct presentation to the Executive and Board.
- Ability to negotiate, liaise, and advocate issues with regulatory authorities and external stakeholders.

QUALIFICATIONS & EXPERIENCE

A tertiary qualification in Science or Engineering (or suitable other equivalent) or extensive experience in a similar role is required.

Postgraduate qualifications in a management discipline will be well regarded.

Appropriate experience in the water quality and environmental management systems

Experience in a significant management role is a necessary pre-requisite.

A current Australian drivers 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:

- 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 Australian Standard / New Zealand Standard 4801 (AS/NZS 45001). These standards ensure 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	_____	Name	_____
Signature	_____	Signature	_____
Date	_____	Date	_____