

POSITION DESCRIPTION

Position title	Network Operations Officer
Section	Network Operations - Western
Employment type	Permanent
Classification	Band 5
Location	Western Networks District
Date Approved	January 2026
Approving Officer	General Manager Assets & Service Delivery

POSITION OBJECTIVES

To ensure Wannon Water's water and sewer systems within the Hamilton, Casterton and Portland areas are operated and maintained in an efficient and effective manner in accordance with the needs of its customers.

Manage the movement of bulk surface and ground waters from Grampian's headworks and Grampian's pipelines, Tullich and Bald Hill bore fields.

KEY RESPONSIBILITIES & DUTIES

To operate the Hamilton, Casterton, Portland and Grampians headworks systems and participate in any operation and monitoring of the water supply and sewer systems within the Western region.

Monitor dam safety utilising the principles of ANCOL inspection processes within the Western area.

Undertake water quality tests, samples and analysis of raw water supplies to identify seasonal trends and changes to the incoming water to treatment facilities.

Monitor town water and sewer systems using Wannon Waters SCADA systems to ensure optimisation of these systems.

Harvesting and managing water from the Grampians systems, including all storages and reservoirs and providing direction to Wannon Water staff, contractors or the general public

Complete inspections and work orders on network assets, including water pump stations, sewer pump stations, storages and associated infrastructure to ensure asset integrity, safety and the security of water/sewer supply is maintained.

Respond to afterhours alarms linked to the failure of operating assets and provide after hour advice and support to other Wannon Water operational and maintenance teams in the event of asset failure or enhanced operations, incident management events.

Assist Wannon Water Development Services in the provision of advice on the installation of new water and sewer reticulated assets, ensuring that these new assets are in line with Wannon Water's standards and are fit for purpose in the delivery of water and sewer.

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Assist and advise Wannon Water Asset Creation, Asset Planning and Asset Systems teams in the informing and implementation of operational and capital projects in the region.

To ensure that customers of Wannon Water are given prompt and efficient service in accordance with Wannon Water's customer policies and levels of service. This includes responding to customer enquiries regarding water supply and pressure issues.

To continually develop and review work practices and procedures to ensure works are carried out in an efficient and effective manner.

This position will be compliant with all Wannon Water Occupational Health & Safety policies & procedures at all times.

ORGANISATIONAL RELATIONSHIPS

Responsible to	Network Operations Coordinator
Responsible for	Nil
External Liaison	Public Authorities, Regulators, Consultants, Contractors, Professional Personnel, Customers (including major customers) and Public Contractors, Suppliers.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable to the Networks Operations Coordinator for the effective, safe and efficient performance of all duties and responsibilities.
- With direction from the Networks Operations Coordinator, has the authority to make autonomous decisions regarding water and sewer functions in the Hamilton, Casterton, Portland and Grampians reticulation systems.
- Provide direction and leadership to employees or contractors to achieve position objectives

JUDGEMENT AND DECISION MAKING

- The objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.
- Often requires the quantification of the number of resources to meet those objectives.
- Guidance and advice are always available within the Wannon Water Operations or Maintenance teams.

SPECIALIST SKILLS & KNOWLEDGE

- Strong understanding of water and sewer reticulation systems and regulatory requirements.
- Proficient in operating automated equipment and computer systems, including SCADA monitoring systems.
- Knowledge of asset maintenance and work order programs.

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- Awareness of Dam Safety, ANCOL inspection principles, Safe Drinking Water Principles, HACCP and Health Base Targets (HBT).
- Understanding of algae-related water events, environmental impacts, and relevant reporting requirements.

MANAGEMENT SKILLS

- Skilled in managing time, setting priorities and planning and organising one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

INTERPERSONAL SKILLS

- High level oral and written communication skills.
- Ability to gain cooperation and assistance from customers, members of the public and other employees in the performance of well-defined activities.
- Ability to work independently under limited supervision to complete set objectives with resources available.

QUALIFICATIONS & EXPERIENCE

- Demonstrated experience in a broad range of water or sewer systems.
- Completion of a post-secondary trade qualification or extensive knowledge and skills gained through on-the-job training in a relevant area of work.
- Certificate III in Water Industry Operations or equivalent is highly desirable.

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	_____