

POSITION DESCRIPTION

Position title	Coordinator Central Civil Maintenance
Section	Civil Maintenance
Employment type	Permanent
Classification	Band 7
Location	Wannon Water Service Delivery Central Areas
Date Approved	July 2026
Approving Officer	Executive Water & Sewerage Services

POSITION OBJECTIVES

The Coordinator Central Civil Maintenance coordinate and leads the Warrnambool and Camperdown Civil Maintenance teams, ensuring the safe, effective and efficient delivery of maintenance services for water and sewerage assets and systems to meet the ESC and business performance targets of Wannon Water.

Responsible for providing leadership, direction and expert guidance to the Team Leader Civil Maintenance and ensuring Civil Maintenance teams adopt a consistent approach to the safe delivery of high-quality maintenance services. The role leads, supports and develops the Team Leader to build engaged, high-performing teams that achieve operational objectives and contribute to Wannon Water's strategic goals.

KEY RESPONSIBILITIES & DUTIES

Leadership & Teamwork

- Lead, motivate and coordinate Civil Maintenance teams to ensure the achievement of team objectives with alignment to corporate objectives, and the development of a highly skilled, customer focussed, engaged and productive workforce.
- Provide support and guidance to the Team Leader to ensure regular performance and development conversations are conducted, promoting competency development, employee recognition, employee engagement, and alignment with Wannon Water's Values and Zero Harm expectations.
- Conduct performance reviews including setting of objectives for Team Leaders, with supportive feedback to assist Team Leader development
- Monitor works performance outcomes in terms of schedule success and provide direction as required to Civil Team Leaders to ensure completion of work orders are achieved within the required timeframes and to the level of detail required.
- Review the training requirements of Civil Operators and support Team Leaders with the development and implementation of employee training and development plans, with monitoring and delivery through Trakstar.
- Maintain oversight of standby rosters and overtime undertaken to ensure rosters are maintained and effectively managed by Team leaders, allowing for leave, training and standby rotations.

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- Lead, motivate and develop Civil Maintenance Operators including their awareness and alignment to the Wannon Water strategic plan objectives and priorities through the delivery of maintenance branch and team plan objectives.
- Assist the Manager Civil Maintenance with team resource management, including development of succession planning.

Civil Maintenance Works Management

- Provision of oversight supervision for the safe completion of unplanned / reactive works and planned maintenance programs, including site inspections to verify the effectiveness of processes in the delivery of works schedules.
- Oversight of the delivery of planned maintenance programs to ensure the works are progressing as planned, and any improvements are reported to the Maintenance centre with the required level of detail and data accuracy to support effective asset management decisions.
- Ensure that Team leaders are working collaboratively with the Planning & Scheduling Liaison Officers to prepare effective weekly schedules of works for Civil teams, including review of forecast works planning to take into consideration the coordination of resource availability.
- Ensure that the Civil Maintenance teams are completing assigned work orders in the field using work management systems and field devices provided.
- Coordination of the delivery of assigned contract works for civil and land maintenance activities in accordance with Wannon Water policies and procedures, and legislative requirements.

Sewerage Pump Stations

- Coordinate the operation of sewerage pump stations to ensure the reliability and up time of sites is maintained to provide continuous service.
- Ensure sites are effectively monitored and controlled utilising SCADA systems and timely responses to alarms by Civil Maintenance teams during business and afterhours to ensure site operation is maintained.
- Ensure that all sewerage pump station maintenance is carried out or coordinated with Mechanical & Electrical teams as per the assigned planned maintenance programs to ensure assets are maintained to achieve their expected asset lifecycles.
- Continually monitor and review operational and maintenance work practices and procedures to optimise site operation and maintenance programs.

Safety and Environment

- Comply with all Wannon Water Health & Safety policies and procedures at all times.
- Undertake regular site assessments to review the application of safe work and environmental practices, ensuring compliance with Wannon Water Health, Safety and Environmental policies and procedures, and promote a consistent approach across teams to achieve Zero Harm and environmental objectives.
- Lead investigations, assessments and implementation of corrective actions for reported hazards and incidents via riskware.
- Support Team Leaders with fatigue management of Civil Maintenance Operators in accordance with policies and procedures, including the coordination of resources as required.

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Finance and Budgeting

- Provide oversight of Civil Maintenance budget expenditures to ensure correct budget allocation for purchasing, including compliance with Wannon Water procurement procedures.
- Monitor and review monthly expenditure against budget for the Civil teams, supporting Team leaders with correct budget allocations and assistance to the Manager Civil Maintenance with overall budget variance reporting.
- Assist the Manager Civil Maintenance with the development of annual operational budgets and Improvement Plans for pricing submissions.

Customer Service

- Ensure that Wannon Water customers are given prompt, courteous and efficient service in accordance with Wannon Water's customer charter, service standards, policies, and Essential Service Commission key performance indicators.

Other Duties

- Participate in the development of regular and special reports as required.
- Perform other duties which may be incidental to the main duties of the position.
- Work outside normal working hours in the case of emergencies and provide afterhours support to ensure job safety and continuity.

ORGANISATIONAL RELATIONSHIPS

Responsible to	Manager Civil Maintenance
Responsible for	Team Leader Civil Maintenance and Civil Maintenance Operators.
External Liaison	Public Authorities, Contractors, Consultants, Customers and the Public

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Coordinator is responsible for managing the Team Leader Civil Maintenance and provides leadership and oversight of the Civil Maintenance teams under the general guidance of the Manager Civil Maintenance.

The freedom to act is governed by policies, objectives and budgets with a regular reporting mechanism to ensure achievement of goals and objectives.

Decisions and actions taken at this level may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.

The incumbent will contribute to policy development within their area of expertise.

JUDGEMENT AND DECISION MAKING

The position is essentially problem solving in nature. The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem solving process comes from the application of these established techniques to new situations and the need to recognise when these established techniques are not appropriate. Guidance is not always available within the organisation.

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SPECIALIST SKILLS & KNOWLEDGE

The position requires strong leadership skills to lead a geographically challenging workplace, general management skills, and a sound knowledge of water, wastewater and recycled water systems and regulatory requirements.

An understanding is required of the long-term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.

Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures is required.

MANAGEMENT SKILLS

The position requires skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.

The position requires an understanding and an ability to implement personnel policies and practices including awards, equal opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employees development schemes. The position is expected to contribute to the development and implementation of long term staffing strategies.

INTERPERSONAL SKILLS

The position requires the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of broadly defined activities and to motivate and develop employees.

The position must also be able to liaise with their counterparts in other organisations to discuss and resolve specialist problems and with other employees within their own organisation to resolve intra-organisational problems.

QUALIFICATIONS & EXPERIENCE

- A minimum of Certificate III qualification in Water Industry Operations or a relevant Tertiary qualification.
- Demonstrated experience in the operation and maintenance of water and sewerage systems.
- Excellent communication skills, both written and verbal.
- Strong experience developing, leading and motivating a team to achieve targets and deliverables.
- A valid Australian driver's license is required.

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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.

OTHER INFORMATION

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:



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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.

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. Aligning to the standard assists with ensuring 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.

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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	_____