

Position description

Coordinator Treatment Operations



Department	Operations
Employment type	Permanent
Classification	Band 7
Location	Camperdown
Date approved	July 2026
Approving Officer	Branch Manager Operations

Position objectives

Coordinate and manage the Eastern Treatment Operations Team's day-to-day activities at water treatment, disinfection and water sewage plants servicing Wannon Water customers.

The role is responsible for upholding high standards, while leading, motivating, and developing team members to efficiently achieve both team objectives and Wannon Water's strategic goals.

The Coordinator Treatment Operations must also lead water and wastewater treatment process improvements, water sampling, dam safety inspections, water reticulation cleaning programs and mentoring employees.

This position is also expected to encourage innovation and seek cost effective solutions to customer service and operational issues. Regional operations budgets are to be monitored monthly by the Coordinator Treatment Operations ensuring compliance with expenditure policy and performance KPI's.

The Coordinator Treatment Operations will also assist in the implementation of management support systems. They may also be required to take up other positions within the Operations Branch to further develop their own skills and meet the functional needs of Wannon Water.

Key responsibilities and duties

Leadership

- Supervise an operations team to maximize productivity and work satisfaction.
- Lead, motivate and develop employees to ensure the achievement of corporate objectives, and the development of a highly skilled, customer focussed, motivated and productive workforce.
- Assist with training needs, establish and take part in training/development programs for field employees.
- Undertake workplace assessment of employees and contractors in operation and maintenance related procedures and tasks.
- Resolve operational issues/problems on a day-to-day basis

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Business Systems

- Assist to introduce and maintain effective quality-based systems.
- Assist with the implementation and on-going review of Environmental Management and Drinking Water Quality Management Systems including external certification.
- Ensure adherence to management systems providing and implementing appropriate responses to all non-conformances.
- Ensure all required data is collected and logged in related databases or referred to the requesting officer in a timely manner

Emergency Response

- Be accountable for timely and appropriate response to treatment failure incidents, water quality and environmental incidents to the Branch Manager Operations of other appropriate officers.

Catchment Management, Groundwater and Storages

- Assist with the operational sourcing of water from catchments, groundwater bores and various storages.
- Coordinate inspectorial services for dam safety surveillance.

Water and Wastewater Treatment and Systems

- Effectively and efficiently operate and maintain water and wastewater systems to deliver continuous high-quality services to customers and meet regulatory requirements.
- Ensure that all activities are undertaken in an environmentally responsible manner.
- Lead teams to undertake agreed maintenance programs and assist other employees and consultants to review programs.

Recycling

- Liaise with the relevant stakeholders on a regular basis to ensure the quality and quantity of water to be used in the water recycling systems.

Customer Service

- Assist to represent Wannon Water in the community and increase the public profile and standing of Wannon Water.
- Deal with customer enquiries related to operation and maintenance of Wannon Water's systems.
- Assist to identify and examine issues impacting on service delivery to customers, develop and document options for their resolution and implement solutions.

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Statutory Compliance

- Undertake and supervise the collection and testing of statutory (and operational) samples for internal and external analysis.

Trade Waste

- Liaise with the “trade waste officer” on a regular basis on the quality and quantity of trade waste entering the treatment systems

Safety

- Comply with all Wannon Water Occupational Health & Safety policies and procedures at all times
- Ensure that working environments within the employee’s region are safe at all times
- Carry out monthly safety audits across other operational regions within the Treatment Operations Teams.

Teamwork

- Be an effective contributing member of the Operations Branch.
- Be committed to the implementation of agreed projects within set timeframes.

Finance and Budgeting

- Assist with preparing annual ongoing and capital budgets for operations and maintenance within the Operations Branch.
- Adhere to the budget and contribute to the financial accountability and growth of Wannon Water.
- Prepare monthly budget reports ensuring Wannon Water’s budgetary objectives are met.

Performance Measurement

- Develop and implement Key Performance Measures and control systems compatible with Wannon Water’s system to enable progress reporting and exception reporting.

Other Duties

- Prepare regular and special reports as required.

Perform other duties which may be incidental or peripheral to the main duties of the position.

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Organisational relationships

Responsible to	Manager Treatment Operations
Responsible for	Team Leader Treatment Operations, Senior Treatment Operators and Treatment Operations Officers
External liaison	Public Authorities, Regulators, Consultants, Contractors, Customers and Public.

Accountability and extent of authority

Manage resources, provide advice to customers and clients and participate in the development of policy and procedures.

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

Required to provide input into policy development within their area of expertise and/or management.

This position is expected to be highly self-sufficient.

This position is responsible for ensuring that all subordinate employees work in a safe environment and use sound and safe work practices which results in maximising employees' health and safety in accordance with the relevant legislation.

Judgement and decision making

This position is strongly focused on problem solving. 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.

This position will make recommendations to the Manager Operations regarding policy procedures and method that would improve the efficiency and effectiveness of the team.

Advice and direction are available from the Manager Operations.

Specialist skills and knowledge

The position requires strong leadership skills to lead a geographically challenging workplace, general management skills, 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 may be required.

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This position requires:

- Practical knowledge and understanding of treatment plant operations and maintenance.
- A creative approach to alternate solutions.
- A systematic approach to problem solving.
- Awareness of the legislative requirements to perform the functions.
- Knowledge of Computer Software.
- Knowledge of administrative procedures, budgeting and financial procedures.
- Ability to apply technical knowledge to provide sound solutions.
- Sound knowledge of the application of Quality Management Systems in an operational environment.
- Sound knowledge of Quality, Safety and Environmental Management systems.

Management skills

- Self-motivation, management of time, setting priorities and organising one's own work.
- Setting the daily tasks for the Treatment Operations team through short- and long-term work schedules.
- Ability to prepare an action plan for areas of responsibility, timetable the tasks and meet these objectives.
- Ability to lead and motivate the Treatment Operations Team.

Interpersonal skills

The Team Leader must have excellent leadership and communication skills.

This position requires the ability to liaise and advocate issues with key stakeholders.

This position needs to coordinate the Treatment Operations Team to find best solutions to problems.

Qualifications and experience

- Certificate III in Water Industry Operations
- Demonstrated leadership qualities.
- Good oral communication skills
- Demonstrated skills in managing time, setting priorities and planning and organising the work of a small team of field employees.
- Experience in the water industry with particular emphasis on water and wastewater treatment processes and management systems
- Good skills in solving problems and demonstrated initiative in the workplace.
- A valid Australian driver's licence is required.

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Our values and Code of Conduct

All employees are required to act in accordance with the Code of Conduct for Victorian Public Sector Employees and demonstrate the Victorian Public Sector values of responsiveness, integrity, impartiality, accountability, respect, leadership and human rights, together with Wannon Water's organisational values.



Inclusion and diversity

We embrace all forms of diversity and promote family friendly working hours and leave arrangements to ensure our workforce reflects the community that we serve.

Policies and procedures

All employees are required to adhere to systems, policies and procedures in relation to our activities. Employees shall not use their position for personal gain or advantage, nor disclose any confidential information acquired through employment by the Corporation.

Occupational health and safety

We've developed OH&S policies and procedures 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.

Equal employment opportunity

We follow the principles of equal employment opportunity and every employee is responsible for ensuring the workplace is free from discrimination.

Training and development

Well-planned training is crucial to our success. Managers and employees work collaboratively to identify training and development needs to equip our employees with the necessary knowledge and skills to perform their roles effectively. Each year, managers conduct performance reviews with employees to identify, plan, and initiate relevant training and development for the upcoming twelve months.

Signature

Employee Name

Employee Signature

Date