

Position description

Recycled Water Field Officer



Department	Water and Sewerage Services
Employment type	Permanent
Classification	Band 5
Location	Warrnambool
Date approved	October 2026
Approving Officer	Executive Water and Sewerage Services

Position objectives

Reporting to the Coordinator Water Recycling, this role supports the sustainable management of Wannon Water's recycled water and biosolids programs by engaging with customers, monitoring usage and processing activities, and ensuring compliance with risk management plans.

It includes overseeing field operations, facilitating maintenance and small capital works projects, and contributing to recycled water usage and biosolids drying targets. The role also involves promoting best practices and providing progress updates to internal stakeholders, in alignment with Wannon Water's strategic direction and corporate objectives.

This role will assist with monitoring and recording recycled water usage, biosolids transport, storage, drying and beneficial reuse activities, and support the administration of Industrial Trade Waste customers. The role will maintain operational records, support monitoring and reporting activities, and assist with the scheduling and facilitation of field-based activities associated with recycled water, biosolids and trade waste programs.

Key responsibilities and duties

- Actively collaborate with customers, other employees, consultants and contractors to support a diverse program of recycled water, biosolids and trade waste activities.
- Respond to asset maintenance requests from customers and facilitate the rectification of issues, including liaising with contractors and internal stakeholders, identifying practical solutions and supporting continuity of operations throughout the recycled water irrigation and biosolids processing season (typically October to March).
- Monitor recycled water irrigation operations and assist customers to manage operational requirements, including communicating monitoring results, irrigation restrictions, withholding periods and other reuse requirements.
- Organise the annual irrigator maintenance program and soil monitoring programs.
- Understand relevant agreements associated with reuse and support compliance through operational monitoring, field-based work and on-going liaison with customers and farm tenants regarding irrigation land management and infrastructure.



Position description

Recycled Water Field Officer



- Provide regular reporting of outcomes to internal stakeholders on field activities associated with recycled water and biosolids.
- Ensure that Industrial trade waste customer data is accurate to ensure ongoing reporting is correct and revenue streams are maintained. Support administrative and field activities relating to trade waste.
- Assist with the delivery of relevant maintenance projects within prescribed budgets and timelines and in accordance with Wannon Water's project management processes.
- Support the Treatment Operations teams in the field to achieve recycled water usage targets and biosolids drying targets, when required.
- Develop and demonstrate a good understanding of legislative requirements related to water recycling and biosolids.
- Support the asset planning team to identify system improvements to support the efficient use of recycled water and biosolids during drying and handling.
- Carry out other duties as reasonably required.

Organisational relationships

Responsible to Coordinator Water Recycling

External liaison Consultants and Contractors, Farm Tenants and Reuse Customers

Accountability and extent of authority

- The freedom to act is governed by clear objectives and budgets with frequent discussions with more senior employees and a regular reporting mechanism to ensure adherence to goals and objectives.
- Has the authority to make autonomous decisions in regards to the plans or projects under their control, where clear guidelines have been set. Problem solving and major decisions will generally require consultation and collaboration with more senior employees.

Judgement and decision making

- Work is usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives based on previous experience or following guidance or plans.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Judgement is exercised in identifying operational issues, gathering relevant information and recommending practical solutions within established procedures and guidelines. This may involve balancing customer requirements, weather conditions, storage availability, contractor availability and asset reliability to support operational outcomes.

Specialist skills and knowledge

- Strong written and verbal communication skills, with the ability to develop and maintain strong relationships with customers and internal and external stakeholders.
- Sound skills and knowledge in project management and delivery.
- Ability to undertake field observations of recycled water use, trade waste deposits and biosolids processing.
- Ability to identify operational issues requiring maintenance, customer liaison or further investigation and support the implementation of appropriate actions
- Demonstrated ability to participate as part of a team to achieve its goals, including the ability to motivate other team members and support team morale.
- An understanding of the relevant technology, procedures and processes used within the business unit/s would be highly advantageous.
- Ability to safely operate vehicles and field equipment associated with rural and operational activities, including four-wheel drive vehicles and trailers.

Management skills

- Requires skills in managing time, setting priorities and planning and organising one's own work and in appropriate circumstances 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.
- An understanding of and the ability to implement personnel practices including those related to occupational health and safety and training and development.

Interpersonal skills

- Requires the ability to develop and maintain business relationships with customers, communities and internal and external stakeholders throughout multiple locations and offices across South West Victoria.
- Competency in developing written reports and external correspondence in their field of expertise.

Qualifications and experience

- Strong communication and organisational skills, with the ability to manage competing priorities and undertake multiple projects simultaneously.
- Good relationship building, collaboration, consultation and adaptability skills.
- Ability to effectively engage and consult with internal and external stakeholders to assist with the resolution of concerns.
- Qualifications or extensive experience in farm planning, agronomy, rural operations, project management or recycled water, biosolids and land management would be highly advantageous.
- Demonstrated ability to work safely in field-based operational environments and apply risk management principles to day-to-day activities
- A valid and current Australian driver's license is required.

Position description

Recycled Water Field Officer



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