Position description
Development Services Officer

Department	Strategy, Partnerships & Performance
Employment type	Temporary
Classification	Band 5
Location	Warrnambool
Date approved	November 2026
Approving Officer	Executive Strategy, Partnerships & Performance

Position objectives

The primary role of the position is to support the development services team to develop and maintain industry best practices in the areas of land development, minor trade waste, backflow, asset protection and other relevant functions (water, sewer and roof water harvesting connections).

Key responsibilities and duties

Assist with and respond to requests related to water and sewer servicing enquiries, private water and sewer agreements, build over agreements and other utility works impacting Wannon Water assets.

Contribute to identifying and implementing new customer service offerings that improve the customer experience and result in efficiencies for Wannon Water.

Support the development of the technical knowledge of other members of the Customer Service team and other relevant teams at Wannon Water.

Process water connections, sewer connections, roof water connections and fire service connections in accordance with Wannon Water policies and procedures.

Provide support in the areas including but not limited:

- Minor trade waste - pre-treatment equipment in accordance with their agreement, including notifying and following up with customers when the customer has breached the conditions of their agreement.
- Backflow prevention - devices on an annual basis, including notifying and following up with customers when the customer has breached their obligations.

Provide support in the areas of land development including but not limited:

- Prepare responses to councils and developers for development and subdivision referrals in accordance with the processes and procedures of Wannon Water.
- In relation to new developments: be able to comment on water and sewer designs, audit construction, oversee commissioning including performance testing and assist with handover of new water and sewerage infrastructure and connections.

- Provide input into the review of the Land Development Manual, water supply and sewerage designs, construction standards, standard drawings, reticulation schemes and other relevant functions.

Other duties within the employee's skill base as directed by the Manager Development Services.

Organisational relationships

Responsible to	Manager Development Services
Responsible for	Nil
External liaison	Developers, Consultants, Customer, Essential Service Commission, Victorian Building Authority, Local Councils, Service Utilities, Business and Professional Personnel.

Accountability and extent of authority

- Accountable to ensure that technical and statutory requirements relating to subdivisions and developments are met.
- Responsible for investigation of the water and sewer servicing implications of developments and subdivisions in accordance with Wannon Water standard practice policies.

Judgement and decision making

- Generally the incumbent is expected to work within well-defined work objectives. Guidance and advice is always available to ensure appropriate action and response is taken.
- The positions work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- All decisions are to be made in accordance with the Instrument of Delegation

Specialist skills and knowledge

- Strong knowledge and understanding of business, activities and customers of the region and appreciation of the business objectives of Wannon Water
- Knowledge and ability to interpret appropriate by-laws, regulations and policies.
- Relevant sound experience in civil engineering, planning investigation, design and construction within the water industry is highly desirable but not essential.
- Knowledge and understanding of water and infrastructure design / construction / auditing principles and systems is desirable but not essential.
- Knowledge or experience of the Water Act 1989, Planning & Environment Act 1987 and Subdivision Act 1988 is desirable but not essential.
- In addition to Microsoft Office Suite, experience in GIS and CAD is desirable.

Management skills

- This position requires the ability to determine and set the positions priorities within the framework of overall team and organisational goals with consultation and guidance from the senior members of the team and management.
- Effective time management skills are required to ensure deadlines are consistently met.
- Strong planning and organisational abilities are essential to manage the positions workload efficiently.

Interpersonal skills

- Strong oral and written communication skills. This position is expected to document informal correspondence and/or prepare external correspondence.
- The ability to gain co-operation and assistance from clients, members of the public and other employees.
- The ability to work both independently and in a team.
- The ability to discuss and resolve problems is essential.
- A strong standard of ethics and integrity is also fundamental to the success of this position.

Qualifications and experience

- Relevant water industry or public sector experience and demonstrated professional capability and/or relevant water sector tertiary qualification/s which may include civil or environmental engineering and water management.
- Proven experience and ability to efficiently manage customer enquiries in accordance with applicable procedures and regulatory environmental standards and framework.
- Demonstrated experience in engaging a wide variety of stakeholders both internal and external to an organisation including but not limited to employees and management, customers, developers, consultants, contractors and government agencies.
- A technical/design/planning/engineering or construction background within the water, local government and/or civil construction industry experience would be desirable but not essential
- Experience or a background in plumbing would be desirable but not essential.
- A valid Australian driver's licence is required.

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