



Position description

Position title	<i>WRP Operator</i>
Group / Branch	<i>Treatment and Recovery Services / Service Delivery</i>
Reports to (Title)	<i>WRP Operations Team Leader</i>
Competency level	<i>Individual contributor</i>

Job Purpose

The WRP Operator will contribute to ensuring the safe operation of a number of South East Water's Water Recycling Plants (WRPs) to ensure EPA Licence conditions are met and the delivery of high quality products. The position has a major impact on the organisation as it is the frontline in managing complex assets on a 24/7 basis. There is significant cross-over and collaboration between teams with potential for rotations.

Key Accountabilities

The WRP Operator will:

- Carrying out actions agreed with the WRP Operations Manager, WRP Operations Team Leader or Senior Water Recycling Operator as appropriate, to ensure that the assigned plant complies with EPA Licence and Bulk Sewage Agreement (if applicable at the assigned plant) conditions and has minimal impact in the local community which does not generate complaints
- Carry out treatment operations in accordance with relevant quality requirements (e.g. HACCP, ISO 22001)
- Assist in detailed investigations, analyse and preparation of technical reports on treatment plant process improvements
- Ensuring that all actions undertaken are carried out safely and within the Occupational Health and Safety Act 2004
- Perform hands-on tasks in support of South East Water's emergency response procedures and critical equipment failures when required
- Identification and monitoring of maintenance works at the assigned plant (plant personnel and contractors will perform this maintenance)
- Issue works and verify completion on South East Water's customer contact and works issue system
- Participate in an out of hours roster as required
- Maintain good housekeeping at the assigned plants
- Understand key performance indicators and the business impacts arising
- Understand the quality and environment policies, objectives and systems and their impact on the position
- Developing more efficient work practices



- Perform various hands-on tasks as required
- Undertaking projects as required

Knowledge, Skills & Experience

- Successful completion of Victorian Certificate of Education (VCE) or equivalent.
- Preferable to have a Tertiary qualification in Chemical Engineering or similar
- Verbal communication: exchange information, gain cooperation, inform, influence, an understanding of complex chemistry terminology, facilitate clear and concise interaction between customers, contractor, management, other and South East Water staff
- Computer skills: Data entry, basic spreadsheets / word processing
- Customer service: Answering phones, written response to queries, building relationships, key stakeholder engagement, contact with external visitors and customers
- Problem solving: Apply routine/diverse procedures/ draw on experience / policies / procedures
- Knowledge of treatment operations / processes is desirable e.g. completed or willing to undertake training in appropriate wastewater training courses if required
- High degree of flexibility and capacity to deal with change
- An ability to seek research and recommend opportunities for improvement
- An ability to adopt a can-do attitude in relation to requirements from customers and other Groups within South East Water
- Ability to work in a multi-functional and skilled team environment
- A proven ability to work under broad direction
- Has the capacity to think conceptually
- Capacity to operate autonomously
- Broad knowledge of wastewater supply systems and the operational aspects associated with such systems
- Mechanical / electrical aptitude desirable
- Familiarity with requirements of HACCP plans desirable
- Hold a current Victorian driver's licence
- Commitment to excellence in customer service
- Ability to work in a team environment
- A history of safe working practice
- Be flexible with respect to the work performed at their level
- Support and participation in rotation, improvement and skill development programs
- Good physical agility in outdoors work

Dimensions



Organisational Chart



Number of people managed:

Nil

Size of budget managed:

Nil

Value of Assets managed:

The position is responsible for the day-to-day management of multi-million dollar WRPs which are required to be operated and maintained in an optimal, safe and reliable manner.

Ensuring a sustainable, resilient organisation:

Authorities outlined in [Instrument of Delegations](#) none

Compliance management responsibilities outlined in the [compliance and obligations register](#) none

Security for Critical Infrastructure identified role: Yes

Will this role participate in a rostered after-hours duty team, emergency response or incident support? Yes