



## Position description

<b>Position title</b>	<i>WRP Operations Support Officer</i>
<b>Group / Branch</b>	<i>Service Delivery / Treatment and Recovery Services</i>
<b>Reports to (Title)</b>	<i>WRP Works &amp; Services Manager</i>
<b>Competency level</b>	<i>Individual Contributor</i>

## Job Purpose

The purpose of the position is to provide contract, administration and project support to the Water Recycling Plant (WRP) Operations team and broader Treatment and Recovery Services group. This includes management of supply contracts, undertaking procurement activities aligned with South East Water's procurement policy, conducting contract auditing and identifying business process improvements.

## Key Accountabilities

The WRP Operations Support Officer is to undertake allocated work in a manner consistent with South East Water's policies and systems, regulatory requirements and professional standards. Responsibilities include:

- The management and oversight of procurement of goods and services for WRPs and also the broader Treatment & Recovery Services group, as required
- Development of scopes and specifications for goods and services utilised by WRPs
- Management of contracts and procurement processes simultaneously, including conducting periodic contract audits as required.
- Timely raising of purchase order requests and receipting of invoices, along with contract reviews
- Identifying and implementing opportunities to improve contractor performance where required.
- Identification of business improvements relating to procurement, contracts, and other business systems.
- Coordinating the ongoing management of the Quality Management System (QMS), including scheduling periodic reviews of Standard Operating Procedures (SOPs).
- Supporting improvements in data and information management across WRP operations, including optimising the structure and use of platforms such as SharePoint.
- Supporting the WRP operations team with general administrative support
- Supporting the management of facilities, grounds and maintenance of WRPs
- Maintaining multiple registers, including chemical and key registers
- Provision of any other duties as required

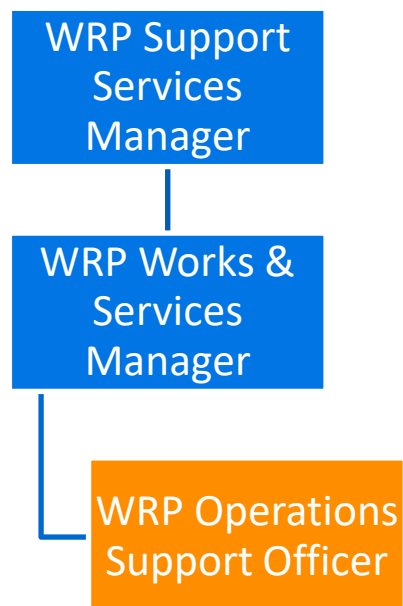


## Knowledge, Skills & Experience

- Minimum 5 years working in a similar role
- Understanding of procurement methodologies, including tendering, contract negotiation, and supplier management
- Knowledge of Oracle procurement and finance systems and some project management experience will be highly regarded.
- Knowledge of contract terms, conditions, and legal aspects relevant to procurement and services.
- Understanding of methods for identifying and implementing process improvements.
- Excellent written and verbal communication skills for developing scopes, interacting with vendors, and supporting the operations team
- Proficiency in managing multiple contracts and procurement processes simultaneously
- Able to operate autonomously under limited supervision and direction, however also able to acknowledge key decisions to be referred to the relevant escalation point
- An ability to think independently and innovatively
- Experience in liaison and negotiation with contractors and internal and external customers.
- Results driven, ability to identify innovative solutions, diagnose and resolve complex problems when required

## Dimensions

### Organisational Chart



**Number of people managed:**

Nil.

**Size of budget managed:**

Nil.

**Value of Assets managed:**

Nil

**Ensuring a sustainable, resilient organisation:**

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

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

South East Water operates a 24/7 service environment. Whilst this role does not involve after-hours rostered duty, all employees may be required to provide out of hours support from time to time as required.