JOB PROFILE FORM



1. JOB DETAILS

WAP (Admin ONLY):

Position Title: Water Operations Coordinator

Team: Water Operations

Division: Operations

Group: Asset Services

Reports to (Name / Title): Manager, Water Operations

Number of Direct Reports: 7

2. WHAT DOES THIS JOB DO?

Job Purpose:

The Water Operations Coordinator is a key leadership role supporting the Water Operations Manager in driving team engagement, task allocation/prioritisation, team/divisional coordination, customer service, water quality, professional development and operational excellence. This role combines people and technical leadership to ensure safe, reliable and efficient operations across our drinking and non-drinking water networks while fostering a culture of collaboration, inclusion, and continuous improvement.

Responsibilities:

People leadership

- Act as a key support for the Water Operations Manager in fostering an inclusive and high-performing team culture across the team.
- Perform line management duties for all field-based staff (i.e. administration, 1-on-1's, task allocation and prioritisation).
    - Team members include both field technicians (whose role is largely to manage network operational changes) and Customer Field Officers (who attend and resolve water quality and pressure complaints).
- Mentor, coach, and develop field-based team members including developing and overseeing professional development framework and training register.
- Lead by example in promoting a people-based safety culture, encouraging open dialogue and proactive risk identification.
- Support team integration by facilitating communication and collaboration between field and office-based staff.
- Actively participate in capability building processes, providing constructive feedback and recognising achievements.
- Assist with resource capacity planning and succession planning to align team skills with operational needs.

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Operational and Technical Leadership:

- As part of the WOPs leadership team, provide input to team strategy, priorities and direction.
- Provide technical expertise to address complex operational challenges, including fault diagnosis and resolution (i.e. technician support).
- Provide operational input into asset lifecycle activities, including risk assessments, commissioning, and design reviews (i.e. technician support).
- Identify and implement critical process improvements and technology upgrades to enhance network performance and project delivery.

Coordination & Operational Planning

- Maintain situational awareness of Water Operations resource utilisation and outage scheduling.
- Coordinate across the division to facilitate adaptable utilisation of resources.
- Facilitate prioritisation of operational tasks within Water Operations.
- Oversight of scheduling and rostering of Customer Field Officers (with scheduling function assistance).
- Coordination and oversight of Network Duty Roster and Water Quality Advisor Roster.

Compliance and Risk Management:

- Support compliance with OH&S, environmental, and quality management standards across all operations.
- Support the Water Operations Manager in driving a proactive approach to compliance, incorporating lessons learned from incidents into standard practices.
- Develop, review, and update operational documentation, including Safe Work Procedures (SWP) and risk assessments.
- Improve practices across the team around operational change control and risk assessments.

Stakeholder Engagement and Communication:

- Collaborate with internal teams, contractors, and external partners to align on operational goals and improvements.
- Communicate complex technical issues to non-technical stakeholders, ensuring clarity and alignment.

Performance Monitoring and Reporting:

- Support the Water Operations Manager in preparing reports on network performance, team development, and compliance.
- Analyse performance trends to identify opportunities for improvement and implement corrective actions.
- Oversee network duty officer weekly review forms inc. alarm rationalisation and improvements.

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3. WHAT ATTRIBUTES ARE REQUIRED TO UNDERTAKE THIS JOB?

3A. WHAT KEY SKILLS OR EXPERIENCES ARE REQUIRED TO COMPLETE THIS JOB?

Skill/ Experience	**Level of Skill/ Experience** i.e. Basic / intermediate/ Advanced	**Years of Experience** (optional)
Leading and motivating teams	Intermediate	
Coaching, developing and managing the performance of technical professionals	Intermediate	
Communication and negotiation skills in dealing with key stakeholders including senior management, customers, consultants, contractors, regulators and committees	Intermediate	
Promoting a safe work culture with a strong understanding of OH&S and Environmental law, obligations and regulations	Intermediate	
Experience in managing incidents and leading incident teams	Intermediate	
Understanding of water supply system and operational practices and procedures; fully competent in managing, maintaining and operating potable and recycled water networks.	Advanced	
Project management skills and knowledge of, performance standards, technical and safety requirements	Advanced	
Knowledge, experience and demonstrated competency in providing innovative engineering, technical and/or practical solutions	Advanced	

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3B. WHAT DEVELOPMENT BUILDS THE CAPABILITY FOR THIS ROLE?

	Mandatory/ Highly Desirable/ Suggested?	**Method of Training** (e.g. certificate, ticket, observation, on-the-job etc....)	**Renewal Required** (Y/N/Unsure)	**Renewal Frequency** (e.g. Never, 1 year, 5 years etc....)
Qualifications / Certificates				
Certificate III or higher in Water Industry Operations (or similar certification)	Highly desirable	Qualification	N	
Training				
Confined space entry Awareness*	Mandatory	Certificate	Y	2
Working at heights Awareness*	Mandatory	Certificate	Y	2
Dangerous Goods, Hazardous Substances Awareness*	Mandatory	Certificate	Y	2
Manual Handling*	Highly Desirable	Certificate	Y	2
Licenses/Tickets				
Victorian Drivers Licence.	Mandatory		Y	10
Construction Induction (White Card)	Mandatory	External	N	

*Training can be provided by YVW if required.

3C. WHAT ARE THE CRITICAL PERSONAL ATTRIBUTES REQUIRED FOR THIS JOB?

Personal Attributes	• Pragmatic and outcomes focused leader. • Delivers what matters through enabling of people. • Flexible and adaptable, willing to accept change and drive improvements. • Ability to respond calmly to unplanned and emergency situations. • Ability to understand and communicate complex issues. • Able to work independently and self-manage multiple priorities and tasks. • Ability to respond to unplanned and emergency situations.

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3D. WHAT ARE THE KEY PHYSICAL, OR ENVIRONMENTAL REQUIREMENTS OF THE ROLE?

Key requirements	Physical ability to attend site visits and (occasionally) spend full days in the field. Hybrid working - meeting stakeholders, leaders and impacted teams at the Mitcham office and at other sites as directed (e.g. treatment plants or other external sites) to build a strong understanding of the YVW "business" and to develop effective relationships.

5. WHAT CAREER PATH IS POSSIBLE IN THIS ROLE

Role Before	Water Ops Field Technician Water Ops Network Technician Water Ops Specialist Network Technician Sewer Ops Technician Engineer (various)
Role after (Name, Team, Division)	Water Ops Manager Water Ops Specialist Technician Leadership role in other teams across the business