

# Goulburn-Murray Water Position Description

## Senior Storage Officer (Mechanical Experience) – Lake Eildon

Position Number WSS609

<b>Role Purpose</b>	Provide support to the Storage Team Manager to ensure the ongoing operation, maintenance and safety of a storage to agreed standards and regulatory requirements for emergency preparedness, risk mitigation and catchment protection.
<b>Reports to (title)</b>	Storage Manager
<b>Classification / Band</b>	Band B \$69,724 - \$80,716
<b>Allowances</b>	Mobile Phone, Housing Assistance
<b>Employment Status</b>	GMW considers every role flexible where this can still deliver the required business outcomes, this could include but is not limited to part-time or job share.
<b>Location</b>	South – Lake Eildon Available to work overtime and weekends when required Training will be provided for future participation in standby roster Available to assist at other sites, 2 weeks/year with 28 days' notice
<b>Position Contact</b>	Paul Beard – Manager Storage Operations South 0427 406 881
<b>Key skills, Qualifications &amp; Experience required</b>	<p><u>Mandatory</u></p> <ul style="list-style-type: none"> <li>- Communications and public engagement</li> <li>- Willingness to learn undertake multiple training requirements</li> <li>- Ability to deliver quality and efficiency outcomes, by applying innovative continuous improvement solutions</li> <li>- <u>Trade Qualification</u></li> </ul> <p><u>Desired</u></p> <ul style="list-style-type: none"> <li>- Knowledge of ANCOLD Guidelines</li> <li>- Emergency preparedness &amp; response</li> <li>- Stakeholder management</li> <li>- Certificate 3 in Water Industry Operations</li> <li>- White card</li> <li>- Storage Operations</li> </ul>
<b>Other Requirements</b>	Police check Australian Drivers Licence Australian Working Rights Pre-employment medical
<b>Approver/Approval Date</b>	Sophie Riddell – Manager HR Business Partnering – November 2023

Key Result Areas	Key Responsibilities	KPIs
Sustainable business	<ul style="list-style-type: none"> <li>• Operate and maintain Water Storage assets and associated equipment instrumentation and systems</li> <li>• Maintain hydraulic systems associated with large valves</li> <li>• Maintain water and waste water pumps, small plant and Standby Generators</li> <li>• Coordinate with internal mechanical and electrical group</li> <li>• Perform and coordinate asset maintenance activities</li> <li>• Support the development and review of asset maintenance plans and assist in the implementation of asset management systems and processes</li> <li>• Co-ordinate monitoring and regulation of water releases and flows in accordance with established procedures and plans</li> <li>• Identify hazards and deficiencies and implement plans to mitigate dam safety, public safety &amp; liability risks</li> <li>• Comply with GMW Dam Safety Management Plans (DSEPs), Flood Incident Management Plans (FIMPs) and Incident Response and Recovery Plans (IR&amp;RPs)</li> <li>• Ensure compliance with recreational bylaws/regulations, and leasing and licensing obligations</li> <li>• Comply with and update the Operations and Maintenance Manual and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Assets and equipment operate correctly in accordance with GMW policies and operation and maintenance manuals</li> <li>• Faults/failure detected, identified and timely corrective action taken</li> <li>• Storage levels and flood flow managed in line with GMW policies and procedures</li> <li>• OPEX and CAPEX works programme is delivered within programme and budget, and to agreed quality</li> <li>• External contractors receive required support and act in accordance with GMW policies.</li> <li>• Emergency preparedness undertaken and events appropriately managed</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist external contractors with project delivery</li> <li>• Assist in coordination of emergency response activities</li> <li>• Follow adopted emergency procedures</li> <li>• Perform and coordinate land management operations and activities</li> <li>• Actively participate in Waterway Management regulation and compliance</li> <li>• Monitor water quality</li> <li>• Implement response/actions in accordance with BGA management plans and requirements of the Safe Drinking Water Act.</li> <li>• Delivery of efficient and effective services to GMW customers and stakeholders</li> <li>• Develop and delivery of projects</li> </ul>	<ul style="list-style-type: none"> <li>• O&amp;M manuals and procedures are up to date</li> <li>• Regular training and review of DSEPs, FIMPs and IR&amp;RPs</li> <li>• Undertake Recreational By Law/regulations training and participate in education and enforcement activities</li> <li>• Participate in leasing and licensing processes and compliance activities</li> <li>• Participate in inspections and improvements to public recreation areas</li> <li>• Completion of Coxswain Grade 3 Certificate</li> <li>• Completion of Waterway Management Training</li> <li>• Completions of Transport Safety Victoria Authorised Officer Training</li> <li>• Ability to learn and follow GMW policies and procedures</li> </ul>
Safe, skilled and engaged staff	<ul style="list-style-type: none"> <li>• Lead by example (holding yourself to account) and mentoring less experienced storage officers</li> <li>• Comply with all GMW OH&amp;S standards to deliver a zero-injury workplace</li> </ul>	<ul style="list-style-type: none"> <li>• Positive collaborative inclusive respectful professional team participation</li> </ul>
Satisfied customers, trusting partners	<ul style="list-style-type: none"> <li>• Interact directly and positively with internal and external service providers, customers, contractors, emergency services, recreational users, interest groups, other authorities and external agencies</li> <li>• Monitor and respond to applications for new developments, statutory planning applications and referrals</li> <li>• Assist in the management of local leases and licences (clubs, commercial, grazing)</li> <li>• Takes ownership for resolving basic customer issues; refers to senior managers for more complex challenges</li> <li>• Refer/report significant issues to management</li> </ul>	<ul style="list-style-type: none"> <li>• Positive feedback from stakeholders</li> <li>• Issues resolved 'at source'</li> <li>• Escalation procedures followed</li> </ul>
Innovation and Continuous Improvement	<ul style="list-style-type: none"> <li>• Assist in the development, implementation and continuous improvement of operating tools, including O&amp;M Manuals, FIMPs, DSEPs and asset management system.</li> <li>• Collect and record operational, maintenance and hazard data</li> <li>• Analyse and interpret data</li> <li>• Recommend corrective action</li> <li>• Use technology and new methods to deliver services</li> </ul>	<ul style="list-style-type: none"> <li>• Operational and maintenance data captured accurately</li> <li>• Maintenance issues identified and reported</li> <li>• Improved service delivery Increased efficiencies in service delivery</li> </ul>
<i>Note: Other duties and responsibilities may be required as reasonably directed</i>		
<b>Mandatory Key Result Areas for all GMW positions</b>		
Safety	<ul style="list-style-type: none"> <li>• Comply with all GMW OH&amp;S standards, policies and procedures</li> <li>• Contribute to the continuous improvement of HSE systems by consulting with staff and passing on recommendations to improve the system to the HSE Team</li> </ul>	<ul style="list-style-type: none"> <li>• Investigate and close out incident and hazard reports on time</li> <li>• Workplace inspection findings corrected</li> <li>• Internal Audit finding actions corrected</li> <li>• All staff mandatory training completed</li> <li>• Safety meetings conducted with actions completed</li> </ul>
Policies	<ul style="list-style-type: none"> <li>• Adhere to GMW policies and procedures</li> <li>• Stay up-to-date on all GMW policies</li> <li>• Ensure all GMW policies are promulgated and adhered to</li> </ul>	<ul style="list-style-type: none"> <li>• Audit results (internal)</li> <li>• Numbers of issues escalated through team not adhering to policies</li> </ul>

	<ul style="list-style-type: none"> <li>• Advise on potential changes to policies as required by local conditions</li> <li>• Ensure all policies are communicated to, and understood by, the team</li> </ul>	
<p><b>Key Relationships</b></p>		
<p>All GMW employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.</p>		
<p style="text-align: center;">Internal</p>		<p style="text-align: center;">External</p>
<ul style="list-style-type: none"> <li>• All GMW teams</li> </ul>	<ul style="list-style-type: none"> <li>• Public – recreational users (individual, groups and commercial enterprises) – delivery of community benefit; public relations</li> <li>• Emergency Services – response to impending and current threats and emergencies related to bulk water storage</li> <li>• Government agencies – e.g. DELWP, Councils, Parks Victoria, CMAs, TSV, VFA, BBV, EPA, NSW Roads &amp; Maritime Services, Urban Water Authorities – regulatory compliance</li> <li>• Commercial, licence and permit holders and Landowners – customer relationship building</li> </ul>	

**Behaviours and Values**

All employees are required to demonstrate GMW’s values through their work and their dealings with internal and external customers. Behaviours must also align with the values and with GMW’s strategic outcomes below:

**Safe, skilled, engaged people**

Contribute to a safe, inspiring and diverse workplace where learning is encouraged and your team feels supported. You openly demonstrate the vision and values of GMW through your own behaviours.

**Satisfied customers, trusting partners**

Exhibit at all times a customer-first attitude and you are focused on delivering outcomes that meet the needs of our customers, stakeholders and communities. You deliver solutions in response to customer and operational issues.

**Sustainable business, viable customers**

Take ownership for delivering affordable and sustainable water services through the decisions you make every day and take responsibility for ensuring ongoing business efficiency. You operate in a timely manner and with a sense of urgency when required and you consistently prioritise your work to meet the ongoing, and sometimes changing needs of our business.

**Water security and other water values are recognised**

Comprehend the regulatory framework under which we operate and the importance of meeting our obligations. You understand the role that water plays in the sustainability of our region and actively seek out opportunities that will secure water for our future.

**Innovation, data and technology driven services**

Uphold the integrity of all GMW processes and systems by contributing to a continuous improvement lifecycle. You ensure that all decisions are informed by accurate and complete data & information.

