

POSITION DESCRIPTION

Position Title:	Water Compliance Officer
Position Number/s:	INF-B151
Employment Type:	Full Time; Limited Tenure up to twelve (12) months
Agreement:	Charters Towers Regional Council Union Collective Certified Agreement 2023
Award:	Queensland Local Government Industry (Stream A) Award – State 2017
Classification:	Level 4
Directorate:	Infrastructure Services

POSITION OBJECTIVE

The Water Compliance Officer is responsible for providing customer service, administrative, technical, and financial support to the Water and Wastewater (W&WW) department, responsibility and supervision for Town Officers, and coordinates activities associated with digital water meters, monitoring of water quality and compliance with environmental and regulatory systems.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Manager Water & Wastewater
Directly supervises:	Greenvale, Pentland, and Ravenswood Town Officers

DELEGATIONS

In accordance with Charters Towers Regional Council's Register of Delegations.

KEY RESPONSIBILITIES

1. Responsible for the management, planning, coordination, guidance and technical advice for Town Officers to ensure water quality testing and reporting meets legislative and Council requirements under the Drinking Water Quality Management Plan (DWQMP) The DWQMP requirements include but are not limited to:
 - DWQMP annual report is created and sent to Water Regulator every year.
 - Water quality Incident reports and register (such as E. coli detections)
 - Water quality event reports (such as damage to infrastructure or inability to sample due to rain events etc.)
 - Monitoring Customer Service Standards to ensure compliance with deadlines for reporting purposes.
2. Ensure all sewer complies with Site Based Management Plan and Receiving Environment Monitoring Program (SBMP and REMP) – reviewed every 5 years. Including planning sampling and capturing all analysis results into relevant databases (likely SWIMLocal)
 - Quarterly WATERS report via website at relevant governing department (DESI)
 - SBMP and REMP annual report is created and sent to relevant governing department (DESI)
 - SBMP and REMP five yearly report is created and sent to relevant governing department (DESI)
 - Sewer incident reports such as overflows
 - Sewer event reports such as heavy rain events etc

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3. Perform regulatory water compliance sampling, monitoring and reporting on the compliance monitoring program to ensure Council's water supplies and aquatic facilities comply with the Charters Towers Drinking Water Quality Management Plan (DWQMP).
4. Attend internal and external meetings relating to compliance and ensure information is captured and recorded for legislative requirements.
5. Ensure compliance obligations of Council's swimming pool installations and aquatic facilities meet statutory requirements and water quality complies with the Public Health Act and contractual obligations are maintained.
6. Contribute to the continuous improvement of the W&WW department in the development, review and updating of work procedures to ensure compliance with regulatory and legislative requirements, Safety, Environmental, and Quality Standards.
7. Undertake formal learning, as required, to effectively engage and support the W&WW team in legislative and operational requirements.
8. Monitor and report on performance of digital water meters across the region, identify issues to assist in problem rectification in a timely manner, and provide liaison and onsite training of contractors, as required.
9. Provide technical, administrative oversight and support to operational staff for sample collection / transportation, digital metering, digital field equipment and Council's corporate systems. This includes the participation in the development of procedures, guidelines, templates, forms, correspondence, reports, and other documentation.
10. Under direction of the Manager Water and Wastewater, consult with Council's Media department to develop communication plans, public notices, correspondence, and media releases within the operational area of Water and Wastewater.
11. Provide customer service, investigate customer enquiries and complaints in compliance with the Charters Towers Regional Council Customer Service Charter and the W&WW Customer Service Standards.
12. Provide water conservation advice, education and support to the Charters Towers community and participate in the development and implementation of a Council Water Education Program.
13. In collaboration with the Manager Water and Wastewater, formulate reporting systems to external regulatory groups and coordinate reporting to ensure compliance is met under the Water Supply (Safety and Reliability) Act.
14. Responsible for the management, planning, coordination, supervision, guidance and technical advice to Town Officers ensuring regional townships are maintained for open space assets, road verges, footpaths and landfill sites in accordance with Council policy, procedures and legislative requirements.
15. Comply with reasonable and lawful directives given in the workplace and undertake any other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.
16. Comply with Council's Workplace Health & Safety (WHS) Management System including WHS policies, SWMS, procedures and lawful instructions or directions given in the workplace. Employees must comply with their obligations under *the Work Health and Safety Act 2011*. These obligations include reporting of injuries, incidents and hazards, not to wilfully injure yourself or someone else and wearing and maintaining personal protective equipment according to Council procedure.

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POSITION REQUIREMENTS

| Knowledge, skills and abilities |

Essential:

- Demonstrated ability to access, decipher and interpret legislation, abstract laws or ethics and determine how to establish and integrate best regulatory practices as it relates to Water industries.
- Demonstrated experience within a compliance, administrative, customer service and/or financial environment.
- Develop risk management strategies and processes including the investigation of compliance procedures and follow-up actions.
- Ability to assess and monitor business and operations' risks and conduct regulatory compliance audits to ensure adherence to standards.
- Well-developed interpersonal skills including verbal and written communication with stakeholders and contractors at all levels and the ability to work in a collaborative environment to create opportunities and develop solutions.
- Demonstrated ability to identify compliance issues and adhere to written and verbal policies and regulations.
- Proficient in the use of Microsoft Office applications, including MS Word, Excel, and Outlook. Demonstrated understanding of financial practices, contract management and analytical skills.

Desirable:

- Previous Local Government experience.
- Previous experience with TechnologyOne, MiWater or similar Local Government software packages.
- Previous experience mentoring and training staff.
- Previous experience with QLD Regulatory requirements within the Municipal Water Industry.
- Understanding of the Australian Drinking Water Guidelines and its application in Local Government.

| Education/Qualifications |

Essential:

- Qualifications in Administration, Business or Finance, or equivalent level of expertise and experience to undertake the range of activities required.
- General Safety Induction Certificate (Construction Industry) "Blue/White Card".
- Certificate IV in Water Industry Operations

Desirable:

- Qualifications in Leadership and Management or equivalent.
- Operate Breathing Apparatus Certificate

| Licences |

Essential:

- Possession and maintenance of a current Queensland 'C' Class Driver Licence.

PHYSICAL REQUIREMENTS/POSITION ENVIRONMENT

- This position will require working in both an indoor and an outdoor environment, during which time there may be exposure to inclement weather.
- The ability to carry out the physical requirements of the position – standing for minimum periods, and minimal manual handling (<10kg), minimum physical labour.
- This position may be required to work and travel outside of Charters Towers from time to time.
- Council is committed to providing and maintaining a safe and healthy workplace. This includes taking all steps that are reasonably practicable to prevent the spread of preventable occupational diseases. In accordance with Councils P0199 Vaccinations and Health Monitoring Procedure, positions exposed to occupational diseases will be subject to the Workplace Immunisation Program.

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POSITION DESCRIPTION AUTHORISATION

Position descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Charters Towers Regional Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Supervisor: _____ **Signature:** _____
(Name)

Date: _____

Executive Manager: _____ **Signature:** _____
(Name)

Date: _____

POSITION ACCEPTANCE

I accept the Position Description as stated above and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Incumbent: _____ **Signature:** _____
(Name)

Date: _____