Role Description
Supervisor, Water & Wastewater

Cluster	Planning & Environment
Agency	Office of Environment & Heritage
Division/Branch/Unit	National Parks & Wildlife Service / Park Operations Division / Southern Ranges Branch
Location	Perisher Valley
Classification/Grade/Band	Senior Technical Officer (Engineering) Grade 2/3
Role Number	TBC
ANZSCO Code	233211
PCAT Code	1129192
Date of Approval	July 2017
Agency Website	www.environment.nsw.gov.au

Agency overview

The NSW Office of Environment and Heritage aims to enrich life in NSW by helping the community to conserve and enjoy our environment and heritage. For more information go to www.environment.nsw.gov.au.

Primary purpose of the role

Supervise and manage the operation and maintenance of the water and wastewater infrastructure in the Perisher Range Resorts and Sawpit Creek for the Perisher Team.

Key accountabilities

- Manage and supervise water and wastewater staff, resources, and infrastructure to provide a clean drinking water supply to the resort areas and ensure effective wastewater treatment.
- Implement water quality, sewerage effluent and water management controls to ensure compliance with licensing and statutory requirements, quality control standards, and safety and environmental legislation.
- Provide technical advice and liaise with specialists in engineering, construction and other disciplines to ensure compliant, safe and quality water and wastewater management.
- Program, manage and supervise repairs and maintenance work to installations and equipment, and manage and maintain assets to ensure optimum working order.
- Monitor and report on budget expenditure and considerations to ensure efficiency of operations and completion of projects and work within financial constraints.
- Lead, direct and guide staff in order to enhance their performance and development, maintain a safe work environment, and assist in achieving the team's goals and objectives.

Key challenges

- Ensuring effective continual operation of water and waste water services in a remote location that experiences seasonal fluctuations in water demand and sewerage system loads, and is subject to inclement winter weather conditions.
- Identifying and implementing solutions to water and wastewater issues and referring those outside the scope of the position to the Senior Engineer, to ensure the continual operation of water and wastewater infrastructure.
- Periodically the role will need to respond to emergency water or sewerage situations which can occur after hours and/or during extreme weather events.

Key relationships

Who	Why
Internal	
Supervisor	• Receive guidance and support, escalate issues, provide advice and exchange information.
Work team/other internal staff	• Provide support and advice, and work collaboratively to achieve required outcomes. • Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing.
External	
Stakeholders	• Maintain professional working relationships and liaise with a variety of external stakeholders (resort staff, lodge managers, and park visitors) in regards to water supply issues and/or wastewater operations to provide information and advice, and coordinate work programs.

Role dimensions

Decision making

This role has a degree of autonomy and is fully accountable for the delivery of work assignments and projects on time, within budget and to expectations in terms of quality, deliverables and outcomes.

Reporting line

The role reports to the Senior Engineer.

Direct reports

The role supervisors five (5) staff including three water and wastewater operators and two trade staff (a fitter mechanic and an electrician).

Budget/Expenditure

Delegated expenditure of up to $20,000.

Essential requirements

Relevant qualifications in water and/or waste water industry operations or demonstrated experience and extensive knowledge of the operations and maintenance of activated sludge treatment processes, water supply reticulation and disinfection.

Demonstrated safe working practices including experience in safe work in confined spaces.

Current Australian drivers license, the ability to operate and use manual 4WD vehicles and oversnow transport;

Willingness to be on call, attend after hours incidents and assist in other water and sewerage maintenance and emergency incidents.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	**Adept**
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Adept**
	Influence and Negotiate	Adept
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	**Adept**
	Procurement and Contract Management	Intermediate
	Project Management	Adept
People Management	**Manage and Develop People**	**Adept**
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Adept	• Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Advanced	• Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Adept	• Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option

NSW
GOVERNMENT

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Technology	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
People Management Manage and Develop People	Adept	• Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks

NSW
GOVERNMENT