



APPLICANT PACK

# Operations Coordinator Water Sewer

Richmond Valley Council



## CONTACT

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We respectfully acknowledge the Traditional Owners, the Galibal people as the custodians of the land and waters, on which we work, live and play. We pay respects to the broader First Nations community and to Elders, past, present and emerging and acknowledge their continuing culture and contribution to the life of the region.



# The Role

Richmond Valley Council is now seeking an Operations Coordinator Water Sewer to join the Community Service Delivery Team.

Reporting to the Manager Water, Sewer and Projects, the position will be crucial in leading the sewer and water team in the management, operation, maintenance and construction of Council's water and sewer assets.

The ideal candidate will be motivated by the opportunity to be involved in a range of projects with high-level significance for the community and career achievements.

The current Operations Coordinator Water Sewer is transitioning to retirement and will be taking a sidestep within Council. This offers the opportunity for a detailed hand-over and continued medium-term ability to consult with the role's predecessor.



# Key Responsibilities

## People Leadership

As the Operations Coordinator Water Sewer you will be responsible for leading, managing and motivating your team to ensure the efficient and effective operation of the department. The role will also require the oversight of all operational activities, promotion of safety procedures and ensuring compliance with regulations.

## Change Management

As the Operations Coordinator for Water Sewer, your responsibility will include implementing and managing change to improve efficiency and effectiveness in the water and sewer systems. You will strategise, develop and execute change management plans to ensure smooth transitions, minimise resistance and maximise engagement across all levels of the organisation.

## Technical Acumen

A key responsibility will be to leverage your technical acumen to oversee and manage the functionality and efficiency of the water and sewer systems. You will need to understand, troubleshoot and solve technical issues, as well as make recommendations for system improvements and upgrades.

## Time and Self-Management

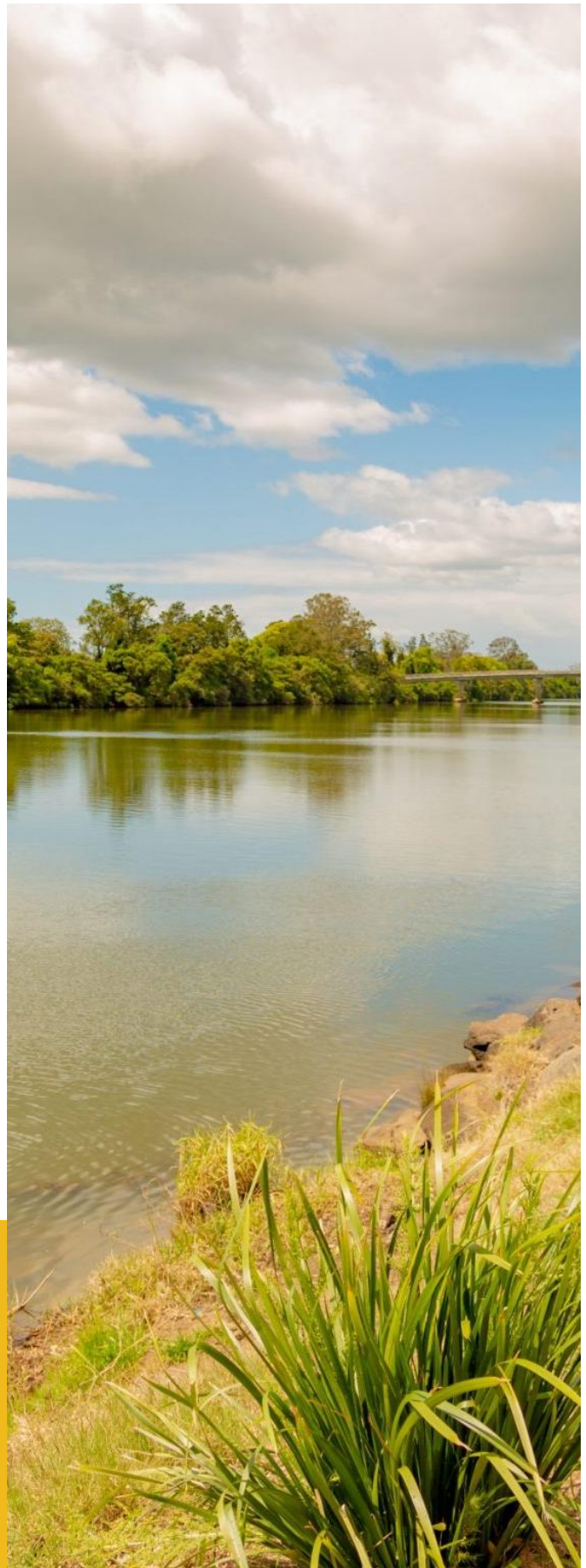
As an Operations Coordinator for Water Sewer, a key responsibility will be managing and prioritising the workload of your team and yourself. This involves demonstrating a high level of independence, prioritising tasks effectively, making sound decisions under pressure and maintaining professionalism and focus in a fast-paced, demanding environment.

# Key Projects

- Sewage Treatment Plant in Casino, in planning stage with an estimated cost of \$60M
- Stage 2 Sewage Treatment Plant in Evans Head with a budget of \$8-\$9M
- Upcoming new sewerage scheme in Rappville.
- Water Treatment Plant upgrade in Casino, scoping to commence shortly.
- Capital works projects varying from budgets of \$50k - \$500k
- Continuing delivery of repair works.

## Challenges & Opportunities

- A challenge exists where the Operations Coordinator Water Sewer is required to efficiently balance time between fieldwork, team support, managing and leading and office work, in a large geographical area. The position would therefore suit a candidate who has exceptional time management skills and enjoys variety in their position.
- The role presents a unique opportunity to contribute to a series of significant projects. Within the water and sewer industry, some of these project opportunities are considered a once in a career opportunity that will allow you to contribute to large-scale, impactful initiatives, making a real difference in the local community.
- An opportunity exists for the new Operations Coordinator Water and Sewer to build and develop the team. There is scope to develop and train staff, as well as engage in succession planning.





# Stakeholder Engagement

The position requires a significant level of stakeholder engagement both internally and externally to Council.

## Internal Stakeholders

The position will require engagement with all departments across Council. Some of the most significant departmental relationships include assets, finance and revenue and people and culture.

## External Stakeholders

- Relevant regulatory bodies
- Department of Planning and Environment
- NSW Health
- External Suppliers
- Subcontractors



## The Team

The direct team is located at the Casino Water Treatment Plant and is comprised of a team leader, administrative staff, plant operators, overseers and engineers. While there are some current vacancies within the team, there are staff members who are highly knowledgeable in their positions and provide key support to the Operations Coordinator.

## The Culture

Richmond Valley Council encourages performance and behaviours that align with the defined corporate values. While the water and sewer team has recently experienced some staff turn-over, council remains committed to providing an environment of caring and support and recognises potential for enhancement.

## Reports

- 1-5 direct reports
- 26-50 indirect reports



## Qualifications, Skills & Attributes

- Tertiary qualification in Civil or Environmental Engineering or other relevant qualification.
- A minimum of 7 years working experience in a related environment is desirable.
- Demonstrated capability in leading staff.
- Working knowledge of water and sewer infrastructure and civil plant operation.
- Contract and project management skills desirable.
- Resilience.
- Honesty and integrity.
- Motivated and driven in delivery of projects with high-level time management skills.





## Salary Package Information

Richmond Valley Council is committed to a life-work balance for their employees, and offers a range of benefits, including:

- A remuneration package including \$98 238 - \$112 975 + market allowance + super
- Flexible working hours and working from home arrangements
- Private commuter leaseback vehicle
- Potential to add a Civil Liability Allowance in accordance with the NSW Local Government (State) Award
- Fitness passport – gain entry into gyms, pools and health centres
- Employee Assistance Program
- Personal and professional development options.

Richmond Valley offers a relaxed and friendly lifestyle, comprised of beaches, national parks and plenty of opportunities for outdoor activities. The community is welcoming and offers quality schools, healthcare facilities and local services.



# About Council

The Richmond Valley Council covers an area of approximately 3,050 square kilometres and extends from the coastline at Evans Head to the foothills of the Great Dividing Range to the west. The estimated population is 23,589 (Mar 2021).



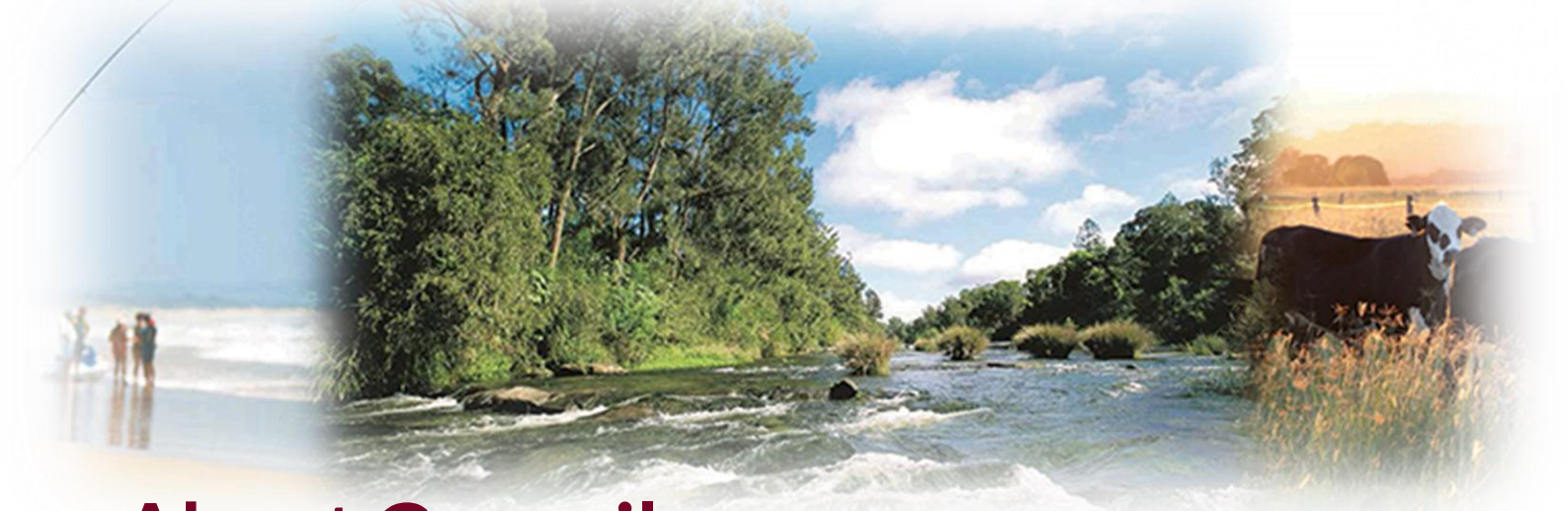
Established in 2000 through the amalgamation of Casino and Richmond River Councils, the Richmond Valley Council governs the diverse Northern Rivers region in New South Wales. Casino, with a population of 11 000, anchors the council's jurisdiction, surrounded by communities like Broadwater, Rileys Hill, Coraki, Evans Head, New Italy, Woodburn, Rappville, and rural areas.

Known as the Beef Capital, the region hosts Australia's largest beef jerky producer, New World Foods, contributing to a resilient economic landscape. Besides beef, industries include sugar cane, supported by the Broadwater Sugar Mill and a growing coastal tourism sector with untapped potential for further development to draw tourists inland.

The seven-member council, led by elected representatives, operates on a fixed four-year term, ensuring stable governance. The Community Strategic Plan guides the council, outlining key directions: post-flood recovery, creating vibrant communities, preserving the unique environment and a commitment to service excellence. The 2023/24 budget, with an operating revenue of \$72.8 million and operating expenditure of \$74.4 million, reflects the council's dedication to sustainable development, community engagement and resident well-being, ensuring a prosperous and harmonious future for the region.

Links to Council Information





# About Council

## COMMUNITY VISION

A great community with a relaxed lifestyle, beautiful environment and vibrant economy



## COMMUNITY VALUES



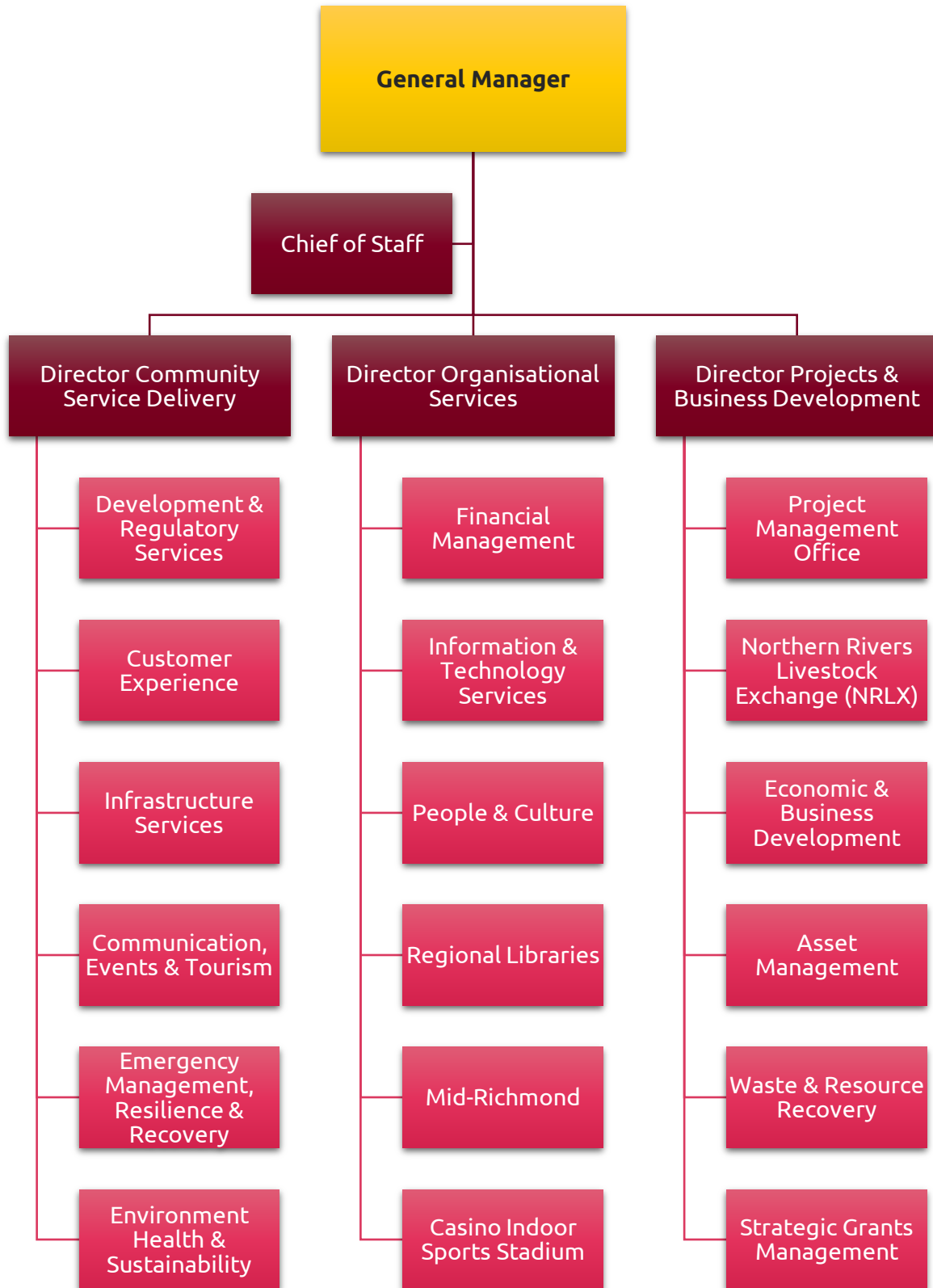
## COMMUNITY PRIORITIES



## COMMUNITY OBJECTIVES



# Organisational Structure





# Living in the Region



## Housing

Diverse housing options in the Richmond Valley Council region cater to residents' varied needs and preferences. Property prices fluctuate based on factors like location, type, size and proximity to amenities. Desirable features, such as scenic views or sought-after neighbourhoods, may influence higher pricing. From detached houses in suburban areas to urban apartments and expansive rural properties, the region offers a dynamic housing market accommodating a wide range of residential choices.



## Educational Facilities

The education system has a comprehensive network of both state and private schools, totalling more than 100 institutions across the area. Individuals seeking higher education have access to a variety of options, including three universities and several Queensland TAFE campuses. Additionally, Southern Cross University is located in Lismore, providing ample opportunities for academic advancement and skill development.



## Healthcare

The Richmond Valley Council region offers notable healthcare facilities, including both public and private options like the Casino and District Memorial Public Hospital and the North Coast Area Health Service. In addition to these hospitals, the area is home to various medical centres, private health facilities, dental practices, aged care establishments and a diverse array of traditional and non-traditional medical practitioners. This comprehensive healthcare infrastructure ensures that residents have access to a broad spectrum of medical services and specialists, addressing their healthcare needs effectively.



# Living in the Region



## Shopping & Dining

The Richmond Valley Council region boasts diverse shopping and dining options, providing residents with a range of choices for their leisure and daily needs. From local markets to shopping precincts, residents have access to a variety of retail outlets offering goods and services. The region features a mix of dining establishments, including cafes, restaurants and eateries that cater to different tastes and preferences. With the region's agricultural nature, the emphasis is on fresh, local produce and farm-to-table dining experiences can be found in the area.



## Sports & Recreation

The Richmond Valley Council owns and manages an array of community facilities, including halls, venues, swimming pools, sports fields and parks like Casino Memorial Pool, Coraki Public Pool, Woodburn Public Pool and the Evans Head Aquatic Centre. With an ideal year-round climate, residents enjoy outdoor activities in public parks and sporting fields. The region boasts 40 kilometres of pristine beaches and various sports clubs such as swimming, baseball, BMX, cricket, archery, athletics, football, netball and pony clubs, making it a haven for sports enthusiasts.



## Getting Around

The Richmond Valley region provides efficient transport options, with daily air services linking Sydney to Ballina (one hour drive away). Shuttle buses connect Casino to Coolangatta and Brisbane airports. The XPT and Gold Coast Rail Service stop in Casino, with coaches connecting all valley towns. Conveniently located, Casino is a 3-hour drive from Brisbane, 2 hours from the Gold Coast, and just 26 minutes from Lismore, ensuring accessible and well-connected travel throughout the area.

# Discover Richmond Valley



# Recruitment Process and Timeframes



## How To Apply?

Please submit your application via the Leading Roles website.

Please upload:

- Your CV
- A covering letter addressing the criteria below



## Selection Criteria

- Demonstrated ability to lead, manage and motivate teams to achieve their best performance.
- Demonstrated ability to manage time effectively, meet deadlines and balance multiple tasks simultaneously.
- High-level ability to build and maintain working relationships with both internal and external stakeholders.
- Working history in related positions with expertise in water and wastewater.
- Tertiary qualifications in civil or environmental engineering or similar related discipline.



## Applications Open

- Week Commencing  
Monday 13 November 2023



## Applications Close

- 5pm Friday 15 December 2023



## Initial Assessment

- Week Commencing 18 December 2023



## Council Interviews

- TBD

\*Note these timeframes are indicative only and may change subject to the outcomes of the recruitment process, council staff and candidate availability.





# Application for Assessment, Shortlisting and Interviews

Leading Roles and the council will determine a shortlist of suitable applicants and will arrange interviews with the council’s interview panel, depending on applicant and council staff availability.

The council may require their preferred applicants to undergo a psychometric assessment to assist in understanding the candidate’s fit for the role and organisation, working preferences and attributes. Following the selection of a preferred applicant the council may require further checks including reference checks, criminal history checks and medical assessments.

You must be an Australian Citizen or hold the appropriate visa to work in Australia to apply for this role. Leading Roles will undertake checks to confirm your right to work in Australia at the offer stage.

## Privacy Information

Leading Roles is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information you provide in your application will only be used by employees of Leading Roles. Your information will be provided to authorised Council Officers, including People and Culture and the relevant selection panel members. It will not be given to any other person or agency unless you have given us permission, or we are required by law.



# Angie Simmonds

## Principal Talent Consultant



Angie's experience is primarily as an internal recruiter, working in both the blue and white collar spaces. Initially studying law, Angie realised that while people engagement was important in her career path, she wanted to influence people's lives in a different way. In 2015, Angie found herself in a Recruitment role and that's when she found her passion.

She loves that recruitment can be challenging, but also that you get to engage with all different types of people and personalities and ultimately change lives. Angie enjoys relationship building, learning and delivering high quality outcomes for candidates and clients.

### CONTACT

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ATTACHMENT

# Position Description



# ROLE DESCRIPTION

## Operations Coordinator Water Sewer

<b>Directorate</b>	Community Service Delivery
<b>Unit</b>	Water Sewer Operations
<b>Reporting to</b>	Manager Water Sewer and Projects
<b>Position Number</b>	100810
<b>Band</b>	3/3
<b>Grade</b>	17
<b>Date of Review</b>	October 23

### Council Overview

The Richmond Valley LGA is the base of the Northern Rivers region of NSW, extending from the coastline of Evans Head to the foothills of the Great Dividing Range. We have rolling hills, beautiful beaches, state forests, national parks, Crown lands and nature reserves.

We are proud to have won multiple awards for our culture including: Outstanding Employer of the Year by NSW Northern Business Chamber 2019, and Large Employer of the Year by Training NSW 2016, Best Tap Water in Australia 2022 and much more!

### Our Values and Behaviours



## Primary purpose of the role

The primary purpose of the role is to plan, lead, coordinate and control the activities of water and sewer operational work areas, including maintenance, construction and treatment operations activities, to achieve agreed objectives and meet or exceed community expectations.

## Key Accountabilities

- Lead the Water and Sewer team to manage the operation, maintenance, control and construction of Council's water and sewer assets and infrastructure.
- Deliver operational and capital works projects to legislative requirements, quality standards, on-time and within budget.
- Ensure the Casino water treatment plant operates in accordance with the Drinking Water Management System and all relevant EPA, NSW Health and legislative requirements.
- Ensure all sewage treatment plants operate effectively and efficiently within all EPA requirements and licences.
- Contribute to the preparation of Council's strategic plans, budget and works program, including revenue documentation, in a comprehensive, accurate and timely manner.
- Prepare a wide range of accurate and timely documentation, reports and correspondence to internal and external stakeholders.
- Drive continuous improvement initiatives and services provided by the role and team to ensure effective, efficient and safe delivery of objectives and maximise utilisation of resources.
- Champion a positive safety culture within the organisation to ensure a safe workplace for our people and the community by monitoring compliance with policies, procedures, legislation, specifications, projects plans, and any other documentation required.
- Set the standard for other operational staff to follow in mentoring, leadership, managing expectations, culture improvement, performance monitoring and continual improvement.

## Key Challenges

- Managing and analysing complex and sensitive issues
- Facilitating the engagement and input of a wide range of stakeholders and managing expectations
- Managing the appropriate allocation of resources in a cost-saving environment
- Understanding a variety of legislation, regulations and standards and understand how they impact the work the team delivers
- Keeping the teams motivated on a path of continuous improvement and learning

## Organisational Obligations

- Adhere to Code of Conduct
- Council Policies and Procedures
- WHS Obligations and Responsibilities

## Qualification Requirements

### Essential

- Bachelor's degree in civil engineering/environmental engineering or equivalent AND 7 years' experience in a related environment
- General Construction Induction Certificate (WHS White Card)
- Class C Driver Licence

### Desirable Experience

- Working knowledge of SCADA and telemetry systems
- Experience in a related water and sewer environment involving leadership of staff, working knowledge of water and sewer infrastructure and civil plant operation.
- Contract and project management skills
- Knowledge of electrical and/or mechanical systems in relation to water and sewer infrastructure
- Technical knowledge in the operation and maintenance of water treatment plants, sewage treatment plants and pump stations

## Key Relationships

Who	Why
Internal	
Manager Water Sewer and Project	<ul style="list-style-type: none"> <li>✓ Receive and provide advice, provide recommendations and report on progress towards business objectives and discuss future directions</li> <li>✓ Contribute to discussions and communicate issues</li> <li>✓ Identify emerging issues/risks and their implications and propose solutions</li> <li>✓ Communicate technical issues or problems</li> </ul>
Water and Sewer Operations team	<ul style="list-style-type: none"> <li>✓ Lead, mentor and support to develop staff</li> <li>✓ Optimise engagement to achieve defined outcomes</li> <li>✓ Manage expectations and resolve issues</li> <li>✓ Lead team discussions and knowledge share across the team</li> </ul>
Asset Systems and Planning	<ul style="list-style-type: none"> <li>✓ Communicate needs and deliver works-as-executed plans within required timeframes</li> </ul>
External	
Customers/Community	<ul style="list-style-type: none"> <li>✓ Communicate needs, manage expectations and resolve issues</li> </ul>
Contractors	<ul style="list-style-type: none"> <li>✓ Communicate needs, manage expectations and resolve issues</li> <li>✓ Ensure relevant documentation is received and compliance with legislation is achieved</li> </ul>
Government Agencies	<ul style="list-style-type: none"> <li>✓ Provide accurate documentation and ensure compliance with legislative requirements</li> </ul>

## Role Dimensions

### Decision Making

Problems are often multi-faceted and require detailed research, analysis, and evaluation of information to address a number of complex alternatives, which are often not readily available. Judgement is important as there is often no right or wrong solution. Decision making is guided by Council's strategic plans, statutory guidelines and relevant legislation.

Regular planning is required to ensure activities are resourced and coordinated for day-to-day work including projects running to schedule.

Be accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.



### **Direct Reports**

1-5 direct reports

26-50 indirect reports

### **Financial Delegation**

\$10,000

### **Leaseback Motor Vehicle**

This role has an option of a private use leaseback motor vehicle with a fortnightly post-tax contribution that includes; fuel, maintenance and registration.

### **Technology**

Mobile Phone, Laptop, Dual Monitors, Headset

### **Emergency Warden Responsibilities**

None

### **Immunisation Requirements**

Activities of this position could involve exposure to Hepatitis A and B or Q Fever, vaccination against these hazards or proof of immunity is required.

### **On-Call**






None

### **Allowances**

Civil Liability Allowance in accordance with the Local Government (State) Award

## Capabilities

Below is the full list of capabilities and the level required for this position. View more details of the <https://capability.lgnsw.org.au/>

Local Government Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Manage Self	Advanced
	Display Resilience and Adaptability	Advanced
	Act with Integrity	Advanced
	<b>Demonstrate Accountability</b>	<b>Advanced</b>
 Relationships	Communicate and Engage	Advanced
	Community and Customer Focus	Advanced
	<b>Work Collaboratively</b>	<b>Advanced</b>
	Influence and Negotiate	Advanced
 Results	<b>Plan and Prioritise</b>	<b>Advanced</b>
	Think and Solve Problems	Advanced
	Create and Innovate	Advanced
	Deliver Results	Advanced
 Resources	Finance	Adept
	<b>Assets and Tools</b>	<b>Advanced</b>
	Technology and Information	Advanced
	Procurement and Contracts	Adept
 Workforce Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	<b>Optimise Workforce Contribution</b>	<b>Advanced</b>
	Lead and Manage Change	Adept

## Focus Capabilities

The focus capabilities for the position are those judged to be most important.

Local Government Capability Framework		
Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Demonstrate Accountability	Advanced	<ul style="list-style-type: none"> <li>• Is prepared to make decisions involving tough choices and weighing of risks</li> <li>• Addresses situations before they become crises and identifies measures to avoid recurrence</li> <li>• Takes responsibility for outcomes, including mistakes and failures</li> <li>• Coaches team members to take responsibility for addressing and resolving challenging situations</li> <li>• Oversees implementation of safe work practices and the risk management framework</li> </ul>
<b>Relationships</b> Work Collaboratively	Advanced	<ul style="list-style-type: none"> <li>• Builds a culture of respect and understanding across the organisation</li> <li>• Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams</li> <li>• Builds co-operation and overcomes barriers to sharing across the organisation</li> <li>• Facilitates opportunities to develop joint solutions with stakeholders across the region and sector</li> <li>• Models inclusiveness and respect for diversity in people, experiences and backgrounds</li> </ul>
<b>Results</b> Plan and Prioritise	Advanced	<ul style="list-style-type: none"> <li>• Ensures business plans and priorities are in line with organisational objectives</li> <li>• Uses historical context to inform business plans and mitigate risks</li> <li>• Anticipates and assesses shifts in the environment and ensures contingency plans are in place</li> <li>• Ensures that program risks are managed and strategies are in place to respond to variance</li> <li>• Implements systems for monitoring and evaluating effective program and project management</li> </ul>
<b>Resources</b> Assets and Tools	Advanced	<ul style="list-style-type: none"> <li>• Considers council and community assets in the design/delivery of services</li> <li>• Facilitates and monitors appropriate deployment of assets and tools in line with community priorities</li> <li>• Implements and monitors compliance with asset management and maintenance plans and policies</li> </ul>

**Workforce  
Leadership**

Optimise Workforce  
Contribution

Advanced

- Ensures resource management plans effectively distribute people resources in line with priorities
- Develops workforce management plans that link to current and future organisational priorities and objectives
- Uses talent management processes to guide learning and development investment and to allocate critical roles
- Recruits capable people with varied backgrounds, styles and strengths Makes informed contributions to workforce planning and resource allocation processes

## Acknowledgement

### Operations Coordinator Water Sewer

Employee Name: \_\_\_\_\_ Date: \_\_/\_\_/\_\_

Signature: \_\_\_\_\_

### Manager Water Sewer and Projects

Employee Name: \_\_\_\_\_ Date: \_\_/\_\_/\_\_

Signature: \_\_\_\_\_