Sydney WATER

Job Profile

Production Officer Level 1

Group: Water and Environment Services

Job Summary

To be completed by People and Culture team			
Job Family	Operations & Maintenance	**Career Stage**	C
Job Function	Production and Processing	**Career Stream**	Operational
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	**Last Modified Date**	16/05/2025
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	**Team Size**	
People Leader	No	**Indirect Team Size**	

Who we are.

At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, and exceptional customer experiences.

Sydney Water is the main provider of water, wastewater, recycled water, and stormwater services in Greater Sydney. Our employees are dedicated to our customers, ensuring services are reliable and affordable, we are proactive and easy to engage with, forward-thinking, and environmentally focused.

Working with us means helping to provide essential services, safeguarding Sydney's future with a sustainable water supply, and protecting our iconic waterways. Our strategy guides our journey to enhance customer outcomes and continue delivering robust services to our city into the future.

Job Purpose

Operate and maintain Sydney Water's Drinking Water, Treated Wastewater & Recycled Water, Resource Recovery plants and network facilities in all conditions to meet product requirements and customer, safety and efficiency outcomes.

Sydney WATER

Accountabilities

Job Specific	**Technical** • Responsible for a safe workplace and work activities, participation in health and safety training and activities, managing and reporting all identified hazards and ensuring their activities do not cause injury to others • Operate the plants and/or network facilities in alignment with approve Production plans ensuring license and regulatory compliance, and approved budgets • Operate the plant and/or network facilities under routine conditions (and provide assistance during irregular or extreme conditions), in alignment with Treatment and Sydney Water frameworks including health and safety requirements, quality and information management protocols, incident response and business continuity frameworks • Execute on-site process and asset checks using available systems, processes and procedures • Take measurements from installed field instruments and execute lab testing, as required • Perform process and equipment monitoring using SCADA • Identify, monitor and resolve risks and issues during process and equipment monitoring activities and escalate as required • Perform diagnosis and resolution for process and asset issues, electrical, mechanical and instrumentation issues within capability • Perform maintenance tasks, within capability and capacity • Communicate between plants and/or network faculties within the Hub and the maintenance provider, and implement planned work • Provide input into relevant meetings regarding onsite activities including utilising online collaboration wherever possible and practical to minimise impact on operations • Manage contractors on site, receive deliveries and test products and materials as required • Review draft and final PTWCs, confirm isolation requirements timing and availability, and confirm the isolation of assets and perform LOTOs for work to be completed • Support development of routine shutdown and/or flow management plans for the Hub which minimise disruption & safety risks utilising asset isolation procedures • Apply isolation to assets and perform LOTO for work to be completed • Implement plans to meet Hub KPI and performance targets • Contribute to production availability in alignment with operational risk appetite, production and asset plans • Contribute to manage risks within the Hub, including providing input into operational risk review • Contribute to audits and IMS reviews • Contribute to incident management and response at a Hub level • Contribute to safety improvement projects • Contribute to successful completion of capital and operational projects **Systems** • Implement Quality & Information Management Systems (safety, customer, health and environment) **Process** • Implement Treatment Operations process for the Hub including execute on-site process and asset checks using available systems, processes and procedures • Implement Maintenance and Minor Works process • Contribute to Hub compliance with Sydney Water's safety, health, and environment management systems • Comply with regulated and legal components of the role, including (but not limited to): - The Sydney Water Act - IPART Operating License

	- Protection of the Environment Operations Act - Workplace Health and Safety Act - Public Health Act (Water) • Fluoride Code of Practice (Drinking Water) • Champion safety and wellbeing and understand safety accountabilities • Work constructively as one team to deliver product outcomes for the Hub • Provide constructive input into the Hub's production and asset plans and activities • Contribute to a high-performance culture. Role model Sydney Water values and behaviours and participate in a constructive and supportive work environment • Identify personal development opportunities • Assist in training for new Hub members • Contribute to beneficial relationships with delivery partners **Safety** • Identify, manage and discuss safety hazards with on-site contractors • Support product line compliance with Sydney Water's Health and Safety Management System, • Ensure the safety of their own workplace and work activities, participation in health and safety training and activities, managing and reporting all identified hazards and ensuring their activities do not cause injury to others • Accountable for the health, safety and wellness for all employees and team members • Demonstrate positive safety behaviours to achieve zero harm • Demonstrate safety leadership and empower team to identify, record and rectify hazards • Complete all mandatory training, participate in SIP scenarios as required • Contribute to incident investigation and implement lessons learnt • Ensure safety plans are completed for all work on site • Support the plant manager in delivering any safety initiatives that will achieve zero harm • Undertake roles as Site or Incident Controller if requried	

Role Requirements

Education / Qualifications

Required	• Tertiary qualifications in engineering / science, or mechanical / electrical / instrumentation trade qualifications or equivalent experience
Desired	•

Certifications / Licences

Required	• Relevant valid driver's licence
Desired	• Certificate III - Water Operations or equivalent experience

Experience

Required	• Relevant experience in production or manufacturing environment within Water, Wastewater, Resource Recovery industries or FMG processing Computer skills particularly in SCADA systems, Microsoft Office application and ability to learn and use customised software packages • Exposure to quality management systems (ISO 9000, 14000, 4801) • Proven capabilities that would enable process and asset related diagnosis and maintenance • Demonstrated capability and commitment to improvement of customer and safety culture and efficiency outcomes • Ability to solve asset and process issues within capability • Staff will be allocated to a Hub / region of operation and will be required to work between sites in that Hub **Additional requirements** • Staff will be allocated to a Hub / region of operation and will be required to work between sites in that Hub • Staff will be required to start and finish in the field, in line with Sydney Water Enterprise Agreement • Prepared to work standby on a roster basis as required • Ability to work flexible days and hours to meet business needs including a reasonable level of overtime • **Physical requirements** • Fitness for work to complete all inherent requirements of the role • Operating plan and equipment including chemical dosing • Monitoring equipment & taking measurements form field installed instruments • Ability to meet confined spaces training requirements
Desired	•

Capabilities and Skills

The capability and skill requirements for this role are identified in the skills profile listed below. This is comprised of Enterprise Capabilities, that are essential for all roles and functional skills, which are specific to each role.

Enterprise Capabilities (C-E)	
Capability	**Descriptor**
Accountability	Ensures that own actions and those of others are focused on achieving goals and owning the outcome, in a safe, inclusive collaborative way.
Agility	Adapts readily to change and encourages alternative views by using a range of interpersonal communication skills. Develops and coach's others while being aware of impact on others.
Innovation	Develops innovative outcomes to solve problems in ways that are not immediately evident and encourages new ideas and thinking in others.

Functional Skills			
Skill	**Priority**	**Essential or Desirable**	**Proficiency level**
Process Management	1	Essential	Developing
Workplace Safety	2	Essential	Developing
Water Treatment	3	Essential	Developing
Troubleshooting (Problem Solving)	4	Essential	Developing
Asset Integrity Management Systems	5	Essential	Developing
Risk Management	6	Essential	Developing
Analytical Skills	7	Essential	Developing
Supervisory Control And Data Acquisition (SCADA)	8	Desirable	Developing
Emergency Procedures	9	Desirable	Developing

Proficiency Level Descriptors

Developing - Building practical experience, needs continued coaching.

Intermediate - Independent execution, minimal guidance**.**

Advanced - Fully independent execution, coaches' others.

Mastery - Strategic, sought as expert internally and externally.

Additional notes

Sydney Water takes the safe provision of its services to the public and the protection of its information assets extremely seriously. As a Sydney Water employee, you are required to understand your obligations under the Acceptable Use of Information Technology Policy and how Sydney Water's Information Technology is to be used. You must also help keep your workplace secure by ensuring you do not enable non-authorised people access to sites, maintain the integrity of locked entries and exits, and where appropriate, alarms being engaged.

Sydney Water requires all users to embrace and adhere to all enterprise and protective security policies, awareness programs and frameworks for Sydney Water assets