



Job Profile

Production Employee

Group: Customer Experience

Job Summary

To be completed by People and Culture team			
Job Family	Operations & Maintenance	Career Stage	A
Job Function	Maintenance/Skilled Trade	Career Stream	Operational
Coverage and Level EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	28/10/2024
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Field	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

The purpose of the Production Employee role is to provide Sydney Water's maintenance, repair and operational services in a safe and efficient manner, whilst delivering quality customer service.



Job Specific	WORK SAFELY • Responsible for identifying hazards and putting appropriate controls in place to safeguard staff and the public prior to starting any job. • Responsible for compliance with Sydney Water's WHSMS, for cooperation with Health & Safety improvement strategies, for reporting incidents and hazards identified in the course of work, for performing work in a safe manner in accordance with Safe Work Methods Statements (SWMS), for taking care of their own and others health and safety at work and for properly maintaining issued safety equipment. • Responsible for maintaining and wearing Personal Protective Equipment (PPE) appropriate and relevant for the work being undertaken. • Authorised to make decisions to proceed or not with a work activity based on valid risk assessment and to control identified hazards wherever possible and report them to a supervisor whether controlled or not. • Participation in Health & Safety training and activities and reporting all identified hazards whilst ensuring their activities do not cause injury to others. • Be an exemplary safety Leader. OPTIMISE ASSET MAINTENANCE • Work in an efficient manner at all times to meet the relevant response times and task times of the Work Plan. • Use field and other computer-based tools as adopted by Sydney Water over time to accurately records all relevant information. • Complete all work activities to a high quality standard and in accordance with the Operating Protocols and Maintenance Specifications for Civil Assets (OPAMS). • Maintenance and repair of broken pipes, surface fittings including hydrants, valves, manholes, etc. • Operation of Sydney Water assets. • Minor adjustment to water and sewer mains. • Clearance of sewer chokes • Customer interaction that increases customer satisfaction. • Assist with the identification of opportunities to improve the maintenance performance of assets and feedback to the supervisory levels. • Other duties as directed. ENVIRONMENT • Responsible for performing and managing activities and operations according to the relevant Sydney Water Environmental Management System (EMS) requirements. Individual responsibilities will vary with the work performed and its potential impact on the environment. • Responsible for identifying environmental hazards and put appropriate controls in place to minimize work impacts on the area. • Responsible for managing activities to comply with environmental, legal and other requirements and seeking further information or advice when required. ADDITIONAL DUTIES • Be prepared to work anywhere within Sydney Water's area of operation, participate in afternoon/night shifts, 24 hours standby and weekend patrol rosters as well as to be available for emergency work as required. • Take leave on a rostered basis. • Go where the work is when required from one area to another. • Prepared to work in potable water, recycled water sewer and stormwater related activities.
----------------------------	--



	• Other projects as required. • Additional duties as required during periods of absence of other staff. ENVIRONMENT • Maintain awareness and competence with environmental compliance requirements. • Comply to relevant environmental response processes and guidelines. • Implement actions identified through environmental audits and inspections. • Report environmental incidents and risks identified in course of work.
--	--



Role Requirements

Education / Qualifications

Required	•
Desired	•

Certifications / Licences

Required	• School Certificate or equivalent and current General Construction Induction card • Relevant valid driver's licence required (Minimum MR)
Desired	• Excavator and Front End Loader ticket, Confined Space Ticket, Traffic Control yellow and blue card would be highly considered. NOTE: Employees who do not already have these accreditations will be required to achieve competency as an excavator and front-end loader operator, attain a confined space ticket and yellow and blue traffic control tickets within six months of their starting date.

Experience

Required	• Demonstrate a level of verbal communication skills that shows they can effectively enter into discussions with other members of their team, and with customers of Sydney Water with whom they will make contact both by telephone and in face to face situations. • Demonstrate a level of literacy and numeracy such that they can read and interpret work instructions, material lists, job requests and accurately complete job information, quantities, motor vehicle run sheets and reports concerning work tasks completed in the field. Includes the ability to use basic computer systems for input of information. • Demonstrated good attendance and work performance in current or previous employment. • Demonstrated ability to work in a physically demanding environment and varied hours. • Required to work afternoon/night shift, rostered standby, weekend patrol and be available for emergency work as required. Experience with working in a field based workforce would be an advantage. • Must reside in the Sydney Metropolitan area and when contacted concerning a response to an after hours emergency situation, be able to respond to the Civil Maintenance production area within 30 minutes of that contact. • Must have the physical ability to perform regular manual handling tasks on a daily basis (manual excavation, pushing/pulling loads etc.). • Capable of working outdoors in exposed and unfavourable (hot, cold, wet, windy) weather conditions. • Ability to effectively participate in risk assessment activities and implement safe work practices to manage hazards.
-----------------	--



	• Ability to work under time pressures in public areas whilst maintaining a safe work area and effective customer management. Capable of working consecutive shifts of up to 14 hours over a five day/night roster. • A key cognitive demand in this role is the need to understand and apply procedures, particularly • procedures that relate to safe working methods. • Maintain adequate concentration throughout a 12-hour shift. • Ability to be able to recall processes and procedures. • Ability to make decisions at various levels depending on position accountabilities. • Ability to communicate clearly. Note: Successful applicants must be able to maintain personal weight below 130kg; maintain personal physical fitness to the level required to pass annual confined spaces and Rail Industry Safety Induction (RISI) fitness assessments; maintain current MR licence to ensure ongoing employment. There may be physical requirements of the role that may not be suitable for all candidates
Desired	• Knowledge of plumbing or civil maintenance on pipe network systems.



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 (A-B)			
Capability	Descriptor		
Accountability	Takes responsibility for delivering on core role outcomes.		
Agility	Manages self through periods of uncertainty and ambiguity. Collaborates to explore ideas and new approaches.		
Innovation	Thinks creatively to solve problems and look for opportunities to continuously improve existing processes.		
Functional Skills			
Skill	Priority	Essential or Desirable	Proficiency level
Health And Safety Standards	1	Essential	Developing
Safety Assurance	2	Essential	Developing
Water Services	3	Essential	Intermediate
Results Focused	4	Essential	Developing
Detail Oriented	5	Essential	Developing
Critical Thinking	6	Essential	Intermediate
Collaboration	7	Essential	Intermediate
Customer Relationship Management	8	Desirable	Developing
Regulatory Compliance	9	Desirable	Intermediate
Troubleshooting (Problem Solving)	10	Essential	Intermediate
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.