

## ASHBOURNE NETWORK OPERATOR APPLICATION

### ATTACHMENT

### A.2. TRUE WATER – POSITION DESCRIPTIONS

#### Contents

1	General Manager	1
2	Design & Consultancy Group Director	3
3	Works & Services Group Director	5
4	Operations Manager	7
5	Maintenance Manager	9
6	Commercial Consultant	11
7	Risk & Compliance	13
8	Specialist Technician	15



## 1 General Manager

<b>POSITION TITLE</b>	General Manager
<b>REPORTING TO</b>	Board of Directors
<b>FUNCTIONAL TEAM</b>	Executive Management
<b>LOCATION</b>	Townsend, NSW

### PURPOSE OF ROLE

The primary purpose of this role is to manage the True Water Group, including its subsidiary businesses, senior executive staff, and key business and stakeholder relationships.

This role covers licencing, compliance and risk components of the True Water Group and its subsidiaries, including work health, safety, and environmental management.

### KEY RELATIONSHIPS

<b>Direct Reports</b> <ul style="list-style-type: none"> <li>▪ Director - Works &amp; Services</li> <li>▪ Director-Design &amp; Consultancy</li> <li>▪ Operations Manager</li> </ul>	<b>Internal Stakeholders</b> <ul style="list-style-type: none"> <li>▪ Board of Directors</li> <li>▪ True Water staff</li> </ul>	<b>External Stakeholders</b> <ul style="list-style-type: none"> <li>▪ Clients</li> <li>▪ Government</li> <li>▪ Regulatory Bodies</li> <li>▪ Public Utilities</li> <li>▪ Contractors &amp; Suppliers</li> <li>▪ Regulators (IPART, EPA)</li> </ul>
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### KEY RESPONSIBILITIES

#### RISK MANAGEMENT

Manage oversight of True Water risk management framework, including:

- HSE
- Workplace Health and Safety
- Environment
- Business risk assessment and reviews
- Chair monthly (internal) risk and compliance management meetings
- Reporting

#### GENERAL

- Ensure True Water business is conducted in accordance with all relevant laws, regulations, ethical standards, and best practice
- Develop, and review, overarching True Water operating policy, process, strategy, guidelines, practices, procedures, and systems
- Review existing corporate policy, and develop new policy, in consultation with the True Water Group Board and major stakeholders
- Provide leadership and direction to the executive management team to ensure all standard operating procedures are executed and measurable

- Communication and organisational skills to coordinate, supervise, manage, or train others to accomplish goals
- Policy development in line with state and commonwealth legislation
- Stakeholder management of greenfield developments
- Liaising with state governments on environmental licensing, planning requirements, and essential service compliance
- Import and management of large-scale commercial sewage treatment plants
- Development, implementation, and regular audit of internal processes and strategic plans to improve efficiency and compliance
- Project management and coordination of procurement, distribution, and management
- Provide advocacy, negotiation, and stakeholder management
- Development of workplace culture that balances teamwork and independent initiative in an enterprise environment
- Development and delivery of improved business performance through change management

#### SKILLS AND EXPERIENCE

- Experience in asset management and best practice management of water and sewerage systems
- Experience in water and wastewater treatment processes including discharges to the environment in accordance with the relevant government regulations
- Well developed interpersonal skills and experience interacting with stakeholders on complex and challenging matters
- Ability to work with Council, governments/government instrumentalities, private sector, professional bodies, community groups/ community, kindred organisations and industrial bodies
- Good planning, organisational, analytical and decision-making skills
- Provide strong financial management, including legislative compliance, reporting, and long-term financial planning
- Ensure compliance and awareness of key legislation governing the operations of wastewater treatment systems
- Extensive experience in preparing details estimates for projects

#### KNOWLEDGE AND QUALIFICATIONS

- Relevant tertiary qualifications or equivalent on the job or vocational training
- Demonstrated experience in business management roles
- A strong background and understanding of the wastewater infrastructure sector
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modelling, leadership technique, production methods, and coordination of people and resources
- Knowledge of administrative and office procedures and systems such as word processing, managing files and records, designing forms, and workplace terminology
- Knowledge of principles and methods for showing, promoting, and selling products or services, including marketing strategy, product demonstration and sales techniques

## 2 Design & Consultancy Group Director

<b>POSITION TITLE</b>	Director - Design and Consultancy Group
<b>REPORTING TO</b>	General Manager
<b>FUNCTIONAL TEAM</b>	Executive
<b>LOCATION</b>	Townsend, NSW

### PURPOSE OF ROLE

This role covers licencing, compliance and risk components of the True Water Group and its subsidiaries, relating to site-specific wastewater management.

This includes all aspects of environmental and wastewater consultancy, system design, interaction with key stakeholders and liaising with regulators.

### KEY RELATIONSHIPS

<b>Direct Reports</b>	<b>Internal Stakeholders</b>	<b>External Stakeholders</b>
<ul style="list-style-type: none"> <li>▪ Draftsman</li> <li>▪ Principal Consultant</li> <li>▪ Wastewater Consultant</li> <li>▪ Environmental Consultant</li> </ul>	<ul style="list-style-type: none"> <li>▪ General Manager</li> <li>▪ Director - Works &amp; Services</li> </ul>	<ul style="list-style-type: none"> <li>▪ Industry Leaders</li> <li>▪ Developers</li> <li>▪ Political Dignitaries</li> <li>▪ Public Utilities</li> <li>▪ Regulators</li> </ul>

### KEY RESPONSIBILITIES

- Demonstrate oversight of True Water licensing process, including coordinating preparation of licence applications and interactions with regulators through to licence approval
- Audit and reporting in connection with the licencing process and thereafter once granted
- Manage True Water compliance framework to reflect full legal and regulatory environment
- Facilitate True Water business through promotion of compliance best practices
- Effectively liaise with project stakeholders on an ongoing basis to coordinate compliance and risk management function
- Provide technical direction or supervision to draftsmen, engineers or computer-aided design (CAD) technicians, consultants or other technical personnel
- Design domestic, industrial or community wastewater treatment systems, including advanced facilities with sequencing batch reactors (SBR), membranes, lift stations, headworks, surge overflow basins, aerobic digesters, sludge lagoons, or control buildings
- Review and critique proposals, plans or designs related to wastewater treatment systems
- Evaluate the operation and maintenance of systems to identify ways to improve their efficiency
- Design or select equipment for use in wastewater processing to ensure compliance with government standards
- Advocate maintaining/improving the True Water brand to all stakeholders including clients, customers, supply chain, and regulators
- Innovate and challenge consultants and regulators to achieve environmental public health and business outcomes.



## SKILLS AND EXPERIENCE

### GENERAL

- At least 10 years wastewater experience from within the wastewater industry
- Technical and working knowledge of environmental legislation, relevant to wastewater industry
- Thorough understanding of Local, State and Federal planning approval pathways and environmental legislation across Australia, and possess a high level of business acumen and an awareness of the impacting priorities
- Experience in the management of complex projects, including multiple and diverse stakeholder engagement, project scoping, design, and construction management
- Experience in negotiating, liaising, and contracting with various service authorities and consulting engineers/designers and contractors
- Experience in the management of complex projects, including multiple and diverse stakeholder engagement, project scoping, design, and construction management
- Knowledge and understanding of current competing and emerging technologies
- Advanced report writing skills
- Expertise in risk management to ensure the reduction of environment incidents and the potential for litigation associated with incidents
- Proven ability to work with members of the public and external stakeholders to resolve contentious issues and generate mutually satisfactory solutions; and
- Experience in managing health, safety, and environmental practices
- Strong skills in troubleshooting, problem-solving, and conflict resolution
- Ability to contribute to a workplace environment that fosters learning, teaching, personal and professional growth and innovation
- Straight forward, self-confident, and high self-awareness

### SPECIFIC

- Licensing (especially water &/or energy utilities)
- Planning and Environment
- Irrigation
- Plumbing and Drainage

## KNOWLEDGE AND QUALIFICATIONS

- Extensive experience and/or relevant professional qualification in Wastewater Engineering, Project Management, or related discipline
- Relevant tertiary qualifications or equivalent on the job or vocational training
- Demonstrated experience in business management roles
- A strong background and understanding of the wastewater and irrigation sectors
- Knowledge of the practical application of engineering science and technology including applying principles, techniques, procedures and equipment to the design of wastewater infrastructure
- Knowledge of design techniques, tools and principles involved in production of precision technical plans, blueprints, drawings, and models
- Highly developed written and verbal communication skills
- Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications
- Knowledge of materials and methods involved in the construction of wastewater infrastructure

### 3 Works & Services Group Director

<b>POSITION TITLE</b>	Director – Works and Services Group
<b>REPORTING TO</b>	General Manager
<b>FUNCTIONAL TEAM</b>	Executive
<b>LOCATION</b>	Townsend, NSW

#### PURPOSE OF ROLE

Plan, direct and coordinate all operational works and services activity of the True Water Group and its subsidiaries, including work health, safety, and environmental management. This includes formulating policies, managing daily operations, and planning the use of materials and human resources, usually manage through subordinate managers and supervisors.

#### KEY RELATIONSHIPS

Direct Reports	Internal Stakeholders	External Stakeholders
<ul style="list-style-type: none"> <li>▪ Operations Manager</li> <li>▪ Maintenance Manager</li> <li>▪ Technical Manager</li> <li>▪ Group Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>▪ General Manager</li> <li>▪ Director, Design &amp; Consultancy</li> <li>▪ Director, Administration</li> </ul>	<ul style="list-style-type: none"> <li>▪ Clients</li> <li>▪ Public Utilities</li> <li>▪ Key Contractors</li> <li>▪ Suppliers</li> <li>▪ Regulators</li> </ul>

#### KEY RESPONSIBILITIES

- Execute a duty of care to ensure the health, wellbeing and safety, of self and others
- Demonstrate, on behalf of the executive team, leadership in relation to safe workplace practices consistent with True Water WHS Policy and management system procedures
- Proactively identify unsafe workplace conditions and/or practices and take pro-active, preventive, and corrective action
- Identify and advocate efficiency opportunities between internal business departments
- Provide support and assistance to the General Manager on corporate and group issues where required
- Support the General Manager with the ongoing review, revaluation, redefinition, and update of True Water operational processes
- Advocate and promote the True Water brand, products and processes to stakeholders, clients, customers, supply chain, and regulators
- Direct group on budgeting, resource and personnel planning and management
- Review financial statements, sales or activity reports relating to asset management, or other performance data to measure productivity or goal achievement or to identify areas needing cost reduction or program improvement
- Direct and coordinate activities of Group concerned with the production, pricing, sales, or distribution of products
- Communicate with the General Manager to ensure he/she remains fully briefed and informed all operating issues

- Oversee all regulatory compliance monitoring and reporting associated with the Group
- Provide specialist engineering advice and support to internal and external project team members in relation strategy, planning design and delivery activities to improve business, customer and environmental outcomes
- Introduce and implement cost-effective new technology, system innovation and technical tools. relating to the engineering discipline

## SKILLS AND EXPERIENCE

### GENERAL

- High- level skills in strategic planning, resource management, financial management reporting and analysis
- Highly developed advocacy, negotiation, and stakeholder management skills
- Excellent communication and presentation skills
- Ability to foster a workplace culture that balances collaboration and independent initiative
- Ability to improve business performance through motivation and change management
- Strong skills in troubleshooting, problem-solving, and conflict resolution
- Straight forward, self-confident, and high self-awareness.

### SPECIFIC

- WHS
- Engineering
- Development
- Infrastructure
- HSE
- Training
- Mentoring

## KNOWLEDGE AND QUALIFICATIONS

- Tertiary qualification or equivalent work-related experience or vocational training
- Experience in sewage and wastewater industry
- A strong understanding of the water and/or energy utilities and/or infrastructure sectors
- Ability to Identify customer needs, technical and non-technical issues, and translation into successful solutions and outcomes
- Demonstrated knowledge of the engineering aspects of the life cycle of urban wastewater solutions including major assets and facilities, standards and practices
- Demonstrated experience of complex technical analysis and problem-solving skills
- Demonstrated ability to participate in and / or lead multi-disciplinary and diverse project teams
- Highly developed interpersonal skills, communication and technical report writing skill
- Knowledge of principles and procedures for personnel recruitment, selection, training, coordinating, supervising and managing
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modelling, leadership technique, production methods, and coordination of people and resources



#### 4 Operations Manager

<b>POSITION TITLE</b>	Operations Manager
<b>REPORTING TO</b>	Director – Works and Services Group
<b>FUNCTIONAL TEAM</b>	Management
<b>LOCATION</b>	Townsend, NSW

#### PURPOSE OF ROLE

The primary purpose of this role is to manage the project delivery function of the True Water Group business. Specifically, the includes overall accountability for project planning, procurement, contract management, design, construction, and project management of all new water industry facilities and network infrastructure delivered by True Water Group and its subsidiaries.

#### KEY RELATIONSHIPS

Direct Reports	Internal Stakeholders	External Stakeholders
<ul style="list-style-type: none"> <li>▪ Project Coordinator</li> <li>▪ Project Supervisor</li> <li>▪ Workshop Supervisor</li> </ul>	<ul style="list-style-type: none"> <li>▪ General Manager</li> <li>▪ Director - Design &amp; Consultancy</li> <li>▪ Director - Works &amp; Services</li> </ul>	<ul style="list-style-type: none"> <li>▪ Clients</li> <li>▪ Public Utilities</li> <li>▪ Key Contractors</li> <li>▪ Suppliers</li> <li>▪ Regulators</li> </ul>

#### KEY RESPONSIBILITIES

##### WORK HEALTH & SAFETY MANAGEMENT

- Execute a duty of care to ensure the health, wellbeing and safety, of self and others
- Demonstrate leadership in relation to safe workplace practices consistent with True Water WHS Policy and management system procedures
- Proactively identify unsafe workplace conditions and/or practices and take pro-active, preventive, and corrective action
- Contribute to workplace safety improvements, particularly in relation to infrastructure design, construction, and commissioning practices

##### MANAGEMENT

- Provide support and assistance to the General Manager and the Group Director on corporate and group issues where required
- Support the General Manager with the ongoing review, revaluation, redefinition, and update of True Water operational processes
- Develop and support business relationships vital to the success of True Water
- Advocate and promote the True Water brand, products and processes to stakeholders, clients, customers, supply chain, and regulators
- Coordinate with Executive and Management personnel to effectively and efficiently manage staff and resources



#### GENERAL

- Coordinate activities of Group concerned with the production and delivery of infrastructure
- Communicate with the General Manager to ensure he/she remains fully briefed and informed all operating issues.
- Execute the regulatory compliance monitoring and reporting associated with the Group
- Assess performance of staff and contractors to make improvements or take corrective action
- Direct administrative activities directly related to sources products or providing services
- Prepare staff work schedules and assign specific duties
- Monitor contractors and suppliers to ensure that they efficiently and effectively provide needed goods or services within budgetary limits

#### SKILLS AND EXPERIENCE

- Advanced project portfolio and program management
- Organisational and delegation skills to oversee activities carried out across multiple projects
- Advanced procurement and commercial management skills for large-value contracts
- Advanced skills in the development and execution of Work Health and Safety strategies
- Ability to identify and mitigate risks associated with the delivery of infrastructure
- General understanding of supporting activities and relative sequencing associated with the design and construction of wastewater industry infrastructure (including, but not limited to, commissioning, metering, customer billing and administration)
- Extensive experience in stakeholder management in a project delivery context
- Ability to improve business performance through change management
- Strong skills in troubleshooting, problem-solving, and conflict resolution
- High level of self-confidence and awareness
- Highly developed advocacy, negotiation, and stakeholder management skills
- Excellent communication and presentation skills
- Ability to coordinate and execute staff assessment and training
- Ability to foster a workplace culture that balances collaboration and independent initiative

#### KNOWLEDGE AND QUALIFICATIONS

- Suitable tertiary qualification or work-related experience, on the job training or vocational training
- Suitable constructions tickets and high-risk work licences
- Experience in sewage and wastewater industry
- A strong understanding of the water and/or energy utilities and/or infrastructure sectors
- Knowledge of principles and procedures for personnel recruitment, selection, training, coordinating, supervising and managing
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modelling, leadership technique, production methods, and coordination of people and resources

## 5 Maintenance Manager

<b>POSITION TITLE</b>	Maintenance Manager
<b>REPORTING TO</b>	Director - Works & Services Group
<b>FUNCTIONAL TEAM</b>	Management
<b>LOCATION</b>	Townsend, NSW

### PURPOSE OF ROLE

The primary purpose of this role is to manage the maintenance of Wastewater Treatment Systems managed by True Water Group and its subsidiaries, with overall accountability for the commissioning, operation and maintenance of the organisation's water industry facilities and network infrastructure.

### KEY RELATIONSHIPS

Direct Reports	Internal Stakeholders	External Stakeholders
<ul style="list-style-type: none"> <li>▪ Specialist Technician</li> </ul>	<ul style="list-style-type: none"> <li>▪ General Manager</li> <li>▪ Director - Works &amp; Services</li> <li>▪ Group Coordinator</li> <li>▪ Technical Manager</li> <li>▪ Operations Manager</li> </ul>	<ul style="list-style-type: none"> <li>▪ Clients</li> <li>▪ Staff On Site</li> <li>▪ Regulatory Bodies</li> <li>▪ Service Operators</li> <li>▪ Contractors &amp; Suppliers</li> </ul>

### KEY RESPONSIBILITIES

#### WORK HEALTH AND SAFETY ACCOUNTABILITIES

- Always execute a duty of care to ensure the health, wellbeing, and safety of self and others
- Demonstrate leadership in safe workplace practices consistent with True Water Group WHS Policy and Management System procedures
- Proactively identify unsafe workplace conditions and/or practices and taking preventive and corrective actions as applicable
- Contribute to workplace safety improvements, particularly in relation to infrastructure design, construction, and commissioning practices

#### GENERAL

- Coordinate delivery of operation and maintenance of True Water Wastewater Treatment Systems and associated infrastructure
- Plan, schedule, or coordinate asset management activities to meet deadlines
- Prepare and submit budget estimates, progress reports, or cost tracking reports
- Interpret and explain plans and contract terms to representatives of the owner or developer, including administrative staff, workers, or clients
- Direct and supervise operations and maintenance workers including subcontractors
- Prepare contracts or negotiate revisions to contractual agreements with project stakeholders
- Develop and keep current the systems, standards, policies, and procedures required to enable and support industry best practice in all Works & Services activities
- Develop and support any business relationships vital to the success of True Water

## SKILLS AND EXPERIENCE

### GENERAL

- Compliance and risk management
- Ability to work independently in a dynamic fast-growth enterprise environment
- Experience in managing health, safety, and environmental practices
- Experience in Water Testing including the use of standard laboratory equipment, tests, methods, procedures and protocols
- Extensive experience in customer liaison and service delivery
- Strong skills in troubleshooting, problem-solving, and conflict resolution
- Ability to use a range of tools and motorised equipment
- Ability to maintain accurate record keeping including daily logs and test results
- Ability to quickly adapt to new technology
- Ability to manage Personnel Resources - Motivating, developing, and directing people as they work, identifying the best people for the job
- Advanced workforce management, organisational and delegation skills to oversee activities carried out across multiple Utility Operations sites
- Ability to identify, implement and manage all forms of technology associated with water industry infrastructure.
- Advanced planning skills to fulfil objectives and deliver wastewater treatment infrastructure on time and on budget
- Sufficient skills to ensure that all vehicles, plant and equipment are regularly maintained and kept in good condition

### SPECIFIC

- Kubota Johkasou Maintenance Accreditation – all models
- Kubota Johkasou Operation Accreditation – all models
- True Water training and assessment

## KNOWLEDGE AND QUALIFICATIONS

- Knowledge of operational and maintenance work practices associated with Wastewater Treatment Systems and associated infrastructure
- An understanding of Water Quality matters including an understanding of wastewater discharge requirements
- Knowledge of Wastewater Treatment Plant operations and maintenance including the interpretation of plans, diagrams, and manuals
- Well-developed knowledge of pumping valving systems; mechanical, electrical and process control systems; and telemetry systems
- Knowledge of Plumbing and Water Supply fittings
- Sound knowledge and understanding of chemical dosing program
- Demonstrated knowledge of Quality Assurance procedures and practices
- Knowledge and awareness of environmental issues associated with sewage operations
- Knowledge and awareness of Workplace Health and Safety rules and regulations, including a sound knowledge of safe working practices



## 6 Commercial Consultant

<b>COMPANY</b>	True Water Group and its subsidiaries
<b>POSITION TITLE</b>	Commercial Consultant
<b>REPORTING TO</b>	Director – Design and Consultancy Group
<b>FUNCTIONAL TEAM</b>	Design & Consultancy
<b>LOCATION</b>	Gold Coast, QLD

### PURPOSE OF ROLE

To source new work and prepare, review and provide high quality wastewater consultancy services on behalf of True Water Group and its subsidiaries to both residential and commercial clients. This includes licensing, compliance and risk assessment relating to site-specific wastewater management, and interaction with key stakeholders and liaising with regulators.

### KEY RELATIONSHIPS

Direct Reports	Internal Stakeholders	External Stakeholders
	<ul style="list-style-type: none"> <li>▪ General Manager</li> <li>▪ Director – Design &amp; Consultancy Group</li> <li>▪ Director - Works &amp; Services</li> <li>▪ Draftsman</li> <li>▪ Principal Consultant</li> </ul>	<ul style="list-style-type: none"> <li>▪ Industry Leaders</li> <li>▪ Company Directors</li> <li>▪ Political Dignitaries</li> <li>▪ Public Utilities</li> <li>▪ Regulators</li> </ul>

### KEY RESPONSIBILITIES

- Undertake detailed research, modelling, desktop and onsite assessment, and application of theory to prepare reports relative to wastewater or effluent management
- Participate in True Water licensing process, including coordinating preparation of licence applications and interactions with regulators through to licence approval
- Work within True Water compliance framework to produce reports that reflect full legal and regulatory environment
- Facilitate True Water business through promotion of compliance best practices
- Liaise with relevant licensing authorities to facilitate the approval and compliance process
- Liaise with project stakeholders on an ongoing basis to coordinate compliance and risk management function
- Review proposals, plans, or designs related to water or wastewater treatment systems
- Prepare reports for the Group Director in relation to operations in the areas of responsibility
- Review of documentation from other departments to uphold documentation standards
- Contribute knowledge and experience in relation to the preparation and implementation of standard operating procedures and other operational initiatives as required
- Collection of samples and undertaking of relevant tests
- Keep daily record of work activities and issues, and liaise and communicate with staff regarding work activities, daily programs, etc



- Ensure that required quantity of work is achieved on a daily basis and that the quality of the work is satisfactory
- Consider and evaluate procedures and techniques and make recommendations to the Group Director on possible changes to improve efficiency and quality
- Ensure all work is carried out in accordance with the Quality assurance system
- Advocate maintaining/improving the True Water brand to all stakeholders including clients, customers, supply chain, and regulators

## SKILLS AND EXPERIENCE

### GENERAL

- Well developed drafting, writing and editing skills
- Compliance and risk management
- Legal/compliance/engineering
- Stakeholder management
- Experience in managing health, safety, and environmental practices
- Strong skills in troubleshooting, problem-solving, and conflict resolution
- Ability to contribute to a workplace environment that fosters learning, teaching, personal and professional growth, risk-taking, innovation and fun
- Ability to maintain accurate record keeping including daily logs and test results
- Straight forward, self-confident, and high self-awareness

### SPECIFIC

- Licencing (especially water &/or energy utilities)
- Planning and Environment
- Wastewater / Waste / Water Management
- Advanced competency with MS Office suite

## KNOWLEDGE AND QUALIFICATIONS

- Relevant tertiary qualifications in Environmental Engineering or Environmental Science and/or equivalent on the job or vocational training
- Demonstrated experience in water industry, environmental or engineering roles
- A background and/or understanding of the wastewater and irrigation sectors
- Knowledge of the practical application of engineering science and technology including applying principles, techniques, procedures and equipment to the design of wastewater infrastructure
- Demonstrated experience in compiling high level and complex written reports
- Experience in water testing including the use of standard laboratory equipment, tests, methods, procedures and protocols
- An understanding of Water quality matters including wastewater discharge requirements
- Ability to maintain accurate record keeping including daily logs and test results
- Knowledge of wastewater treatment plant Operations and Maintenance including the interpretation of plans, diagrams, and manuals
- Knowledge and awareness of environmental issues associated with sewage operations

## 7 Risk & Compliance

<b>COMPANY</b>	True Water Group and its subsidiaries
<b>POSITION TITLE</b>	Risk & Compliance Officer
<b>REPORTING TO</b>	General Management
<b>FUNCTIONAL TEAM</b>	Administration
<b>LOCATION</b>	Broadbeach, QLD

### PURPOSE OF ROLE

The primary purpose of this role is to identify compliance and/or regulatory risks that could impact True Water Group and its subsidiaries, and support activities which ensure compliance and risk mitigation meets community and regulatory expectations.

This includes ensuring compliance plans are in place, compliance risks embedded within risk assessments, mapping of key controls to legal/regulatory obligations and supporting risk assessments for key business projects.

### KEY RELATIONSHIPS

<b>Direct Reports</b>	<b>Internal Stakeholders</b>	<b>External Stakeholders</b>
<ul style="list-style-type: none"> <li>▪ Consultants</li> <li>▪ Project Coordinator</li> <li>▪ Maintenance Manager</li> <li>▪ Operations Manager</li> </ul>	<ul style="list-style-type: none"> <li>▪ General Manager</li> <li>▪ Director-Design &amp; Consultancy</li> <li>▪ Director - Works &amp; Services</li> </ul>	<ul style="list-style-type: none"> <li>▪ Clients</li> <li>▪ Regulators</li> <li>▪ Regulatory Bodies</li> <li>▪ Community</li> </ul>

### KEY RESPONSIBILITIES

- Identify compliance issues that require follow-up or investigation
- Discuss emerging compliance issues to ensure that management and employees are informed about compliance reporting systems, policies, and practices
- Ensure any violations of compliance or regulatory standards are reported to duly authorised enforcement agencies as appropriate or required
- Maintain documentation of compliance activities, such as complaints received or investigation outcomes
- Evaluate relevant information and use individual judgement to determine whether events or processes comply with laws, regulations, or standards
- Understand the compliance obligations True Water are required to meet, and provide guidance to all stakeholders which support adherence to applicable laws and regulations
- Production of compliance reporting when required
- Support of risk assessments and reporting for key business initiatives/projects
- Review and maintain policies and ensure changes are communicated effectively to key stakeholders
- Contribute to the planning, development and implementation of processes, procedures, and tools used for the identification, review, and management of risk inherent to organisational objectives and functions

- Evaluate company policies, procedures and frameworks relating to risk and compliance, and provide constructive recommendations on their update and implementation
- Provide support and assistance to the General Manager and the Group Directors in the development and maintenance of the True Water risk and compliance processes
- Support the General Manager with the ongoing review, revaluation, redefinition, and update of True Water risk and compliance processes

#### SKILLS AND EXPERIENCE

- Developed understanding of the regulatory environment, compliance obligations and effective controls
- Formal written and communication skills
- Highly organised, with high attention to detail and forward planning
- Experience supporting the design and implementation of risk management and compliance frameworks, preferably in the infrastructure or utilities industry
- Best practice knowledge and industry experience in the areas of risk assessment / mitigation and regulatory compliance
- Experience in managing conflict resolution and managing public and stakeholder relations
- Organisational and delegation skills to oversee activities carried out across multiple Groups
- Advanced skills in the development and execution of Work Health and Safety strategies
- Ability to identify and mitigate risks associated with the delivery of infrastructure
- Ability to improve business performance through change management
- Strong skills in troubleshooting, problem-solving, and conflict resolution
- High level of self-confidence and awareness
- Excellent communication and presentation skills
- Ability to coordinate and execute staff assessment and training
- Ability to foster a workplace culture that balances collaboration and independent initiative
- Ability to conduct organised and thorough audit of regulations and associated documentation

#### KNOWLEDGE AND QUALIFICATIONS

- Suitable tertiary qualification or work-related experience, on the job training or vocational training
- Experience in sewage and wastewater industry
- A strong understanding of the water and/or energy utilities and/or infrastructure sectors
- Knowledge of risk and compliance principles and procedures
- Knowledge of laws and regulations relating to risk and compliance in the wastewater treatment sector across Australia including those of local government, state government and state based environmental regulators



## 8 Specialist Technician

<b>POSITION TITLE</b>	Specialist Technician (Maintenance)
<b>REPORTING TO</b>	Maintenance Manager
<b>FUNCTIONAL TEAM</b>	Works & Services
<b>LOCATION</b>	Townsend, NSW and Broadbeach, QLD

### PURPOSE OF ROLE

To ensure maintenance and compliance operations are carried out efficiently and effectively for all operational Wastewater Treatment Systems managed by True Water Group and its subsidiaries.

### KEY RELATIONSHIPS

Direct Reports	Internal Stakeholders	External Stakeholders
	<ul style="list-style-type: none"> <li>▪ General Manager</li> <li>▪ Director - Works &amp; Services</li> <li>▪ Maintenance Manager</li> <li>▪ Group Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>▪ Clients</li> <li>▪ Staff On Site</li> <li>▪ Regulators</li> <li>▪ Service Operators</li> <li>▪ Regulators</li> </ul>

### KEY RESPONSIBILITIES

A maintenance technician will be responsible for the following matters:

- Prepare reports in relation to operations in the areas of responsibility
- Contribute knowledge and experience in relation to the preparation and implementation of standard operating procedures and other operational initiatives as required
- Responsible for the operation and maintenance of Wastewater Treatment Systems
- Responsible for ensuring appropriate action in accordance with established procedures in the event of failures, alarms or other problems
- Perform routine plant inspection and associated maintenance activities
- Use, handle and store chemicals in accordance with relevant Workplace Health & Safety requirements and ensure that the relevant chemical dosing is undertaken in an efficient and effective manner to meet plant processing and water quality requirements
- Collection of samples and undertaking of relevant tests
- Record data and maintain daily logs of plant operations and status and relevant test results
- Identify faults and operational condition of plant and make recommendations to the Department Manager to rectify issues
- Responsible for the timely actioning of Work Orders as directed by the Maintenance Manager
- Keep daily record of work activities and issues, and liaise and communicate with staff regarding work activities, daily programs, etc
- Ensure that required quantity of work is achieved on a daily basis and that the quality of the work is satisfactory
- To verify the receipt of ordered materials, goods and services, to indicate any variances, and assist in ensuring that only received goods and services are paid for



- Ensure that materials, plant and equipment on finished jobs are recorded and returned to the stores and depot
- Ensure maintenance and care of the vehicles, plant and equipment
- Consider and evaluate procedures and techniques, and make recommendations to the Maintenance Manager on possible changes to improve efficiency and quality
- Attend regular toolbox meetings
- Ensure all work is carried out in accordance with the True Water Quality Assurance system

## SKILLS AND EXPERIENCE

### GENERAL

- Compliance and risk management
- Ability to work independently in a dynamic fast-growth enterprise environment
- Experience in managing health, safety, and environmental practices
- Experience in Water Testing including the use of standard laboratory equipment, tests, methods, procedures and protocols
- Ability to use a range of tools and motorised equipment
- Ability to maintain accurate record keeping including daily logs and test results
- Ability to quickly adapt to new technology
- Sufficient personnel management skills to fulfil objectives
- Sufficient planning skills to fulfil objectives
- Sufficient skills to ensure that all vehicles, plant and equipment are regularly maintained and kept in good condition

### SPECIFIC

- Kubota Johkasou Maintenance Accreditation – all models
- Kubota Johkasou Operation Accreditation – all models
- True Water training and assessment

## KNOWLEDGE AND QUALIFICATIONS

- Knowledge of operational & maintenance work practices associated with wastewater treatment
- An understanding of Water Quality matters including an understanding of wastewater discharge requirements
- Knowledge of Wastewater Treatment Plant operations and maintenance including the interpretation of plans, diagrams, and manuals
- Well-developed knowledge of pumping valving systems; mechanical, electrical and process control systems; and telemetry systems
- Knowledge of Plumbing and Water Supply fittings
- Demonstrated knowledge of Quality Assurance procedures and practices
- Knowledge and awareness of environmental issues associated with sewage operations
- Knowledge and awareness of Workplace Health and Safety rules and regulations, including a sound knowledge of safe working practices