

# Community Water Officer

Created: 2 November 2018	
Group: Customer Delivery	Job family: Customer
Position number: TBA	Hours worked per week: 35
Manager's title: Team Manager	Manager once Removed's title: Water Restrictions Manager
Status of PD: Final	Work location: Prospect, Parramatta & Potts Hill
Does the employee need to drive a vehicle as part of the role? Yes	Does the employee have to provide a car for work purposes (budgeted in their TRP?) No
Number of direct reports: 0	Number of indirect reports: 0

## Level of Role

Staff or Specialist

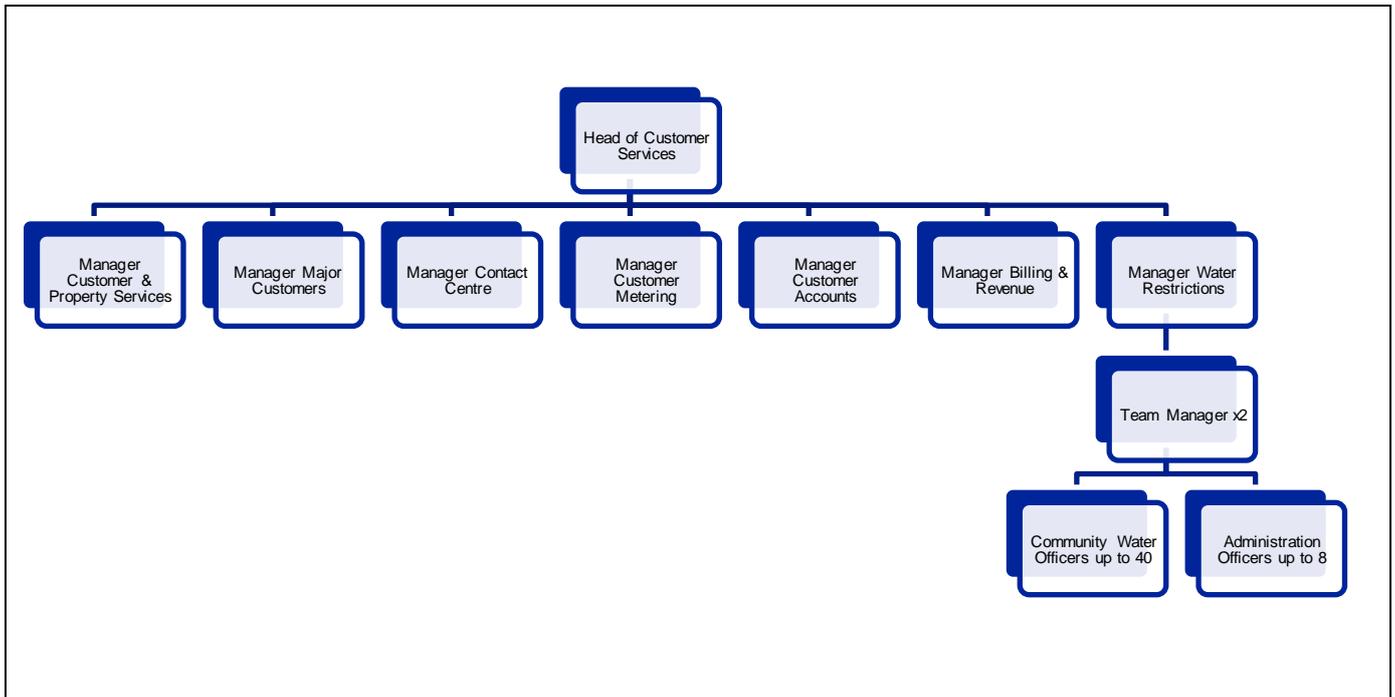
Evaluated grade: EA 9
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## Section 1: Purpose and context

### Purpose of the Position

The purpose of this position is to be active within the community to assist in the delivery of Sydney Water's Drought Response. This role provides a visible presence in the field promoting responsible water usage and encouraging behavioural change. This field presence is pivotal in supporting Sydney Water's multi media advertising campaign. This role will be responsible for community education, customer communication and investigations related to water conservation and water restrictions.

### The structural context for the position



What are the direct and indirect (dotted line or staff-once-removed) reports to the position?

No direct or indirect reports

## Section 2: Key accountabilities and outcomes/tasks

### Leadership expectations

The role is part of a team of other field-based Community Water Officers. The role needs to be able to work independently and with a high degree of autonomy. The holder of this role needs to have a strong customer centric mindset, have the capability to carry out independent investigations and make informed decisions about when to issue warnings or fines relating to breaches of water restrictions.

### Technical accountabilities

- Implement Sydney Water's Drought Strategy and related activities such as Water Restrictions as directed
- Provide information to the community, internal staff and other stakeholders on the progress of the strategy
- Actively promote Water Restrictions and other parts of the Drought Strategy through appropriate communication mechanisms
- Help ensure key stakeholders are actively involved in appropriate stages of project delivery or Sydney Water activities
- Assist in managing issues identified by customers and key stakeholders
- Ensure we have relevant and current information about Sydney Water requirements and activities of key stakeholders and customers.

- Issue warning notices to residential and business customers or on the spot fines (penalty notices)
- Manage issues that may arise to ensure they are handled in a professional and effective manner
- Help identify and satisfactorily resolve areas of potential conflict with Sydney Water customers or other stakeholders in relation to the strategy or activities
- Monitor customers who have been granted exemptions from restrictions
- Establish and/or maintain effective relationships with internal and external stakeholders
- Develop and maintain effective relationships across all business areas.
- Work as part of field based team, protecting Sydney Water's reputation

## Systems accountabilities

The Community Water Officer needs to work in the following systems:

- CMS
- Web form viewer
- Breach database
- Exemptions database

## Process accountabilities

Customer Services processes  
Complaint management process  
Investigation and enforcement of Water Restrictions breaches.  
Management of water restriction exemptions.

## Internal working relationships

Customer Programs  
Team Manager Drought Response  
Community Water Officers  
Contact Centre  
Corporate Communications

## Customers (external)

Any Sydney Water customer may interact with this position – residential, business, industrial, owner, tenant etc.  
This role is responsible for carrying out investigations, talking to customers to determine whether they have committed a breach, and gathering evidence for the issue of a penalty notice.  
Customers may be unwilling to engage in such conversations and a high degree of interpersonal skills and judgment will be required on the part of the officer.

## Impact of position

### Contribution Spectrum<sup>2</sup>

Delivery

Operational

Deliver own output by following set procedures, or according to operational targets

## Financial

N/A financial delegation

Work according to delegation's manual as appropriate – ability to enter land and issue fines

Ability to issue fines to individuals and corporations

## Innovation and Complexity

### Innovation

Make/recommend  
minor changes

Managing a program of scheduled work and ad hoc inspections

Understand and follow procedures

Meet strict reporting deadlines

Complete investigation reports with a high level of attention to detail

Deliver insights that enable business improvement

## Safety

Adhere to all Safety protocols for field-based staff, including lone worker

Demonstrate commitment to being Safe & Well Together in meetings such as sharing lessons learned and Safety moments

Safe driving practises

Participate in health, safety and wellbeing activities such as wellbeing support activities, incident investigations, safety meetings, safety inductions and safety training

## Section 3: Knowledge/skills/experience

### Knowledge

- 1-5 years' experience in utility network operations, or experience deemed relevant, and demonstrated capability to manage complex customer/regulator/stakeholder relationships

<sup>2</sup> Delivery – deliver own output by following set procedures, or according to operational targets  
Operational – Set and achieve objectives which has an impact on others  
Tactical – Provide input into or develop new products or processes  
Strategic – Establish and implement business strategies with a longer-term focus

- Demonstrated understanding of Sydney Water's regulatory framework, the strategic issues facing Sydney Water and the issues of concern to Sydney Water's customers and stakeholders.

Skills

- Demonstrated experience in a high-level customer service role
- Highly developed communication skills (oral and written) and interpersonal skills
- Ability to manage conflict
- Demonstrated time management skills, including the ability to work with conflicting priorities
- Superior verbal communication, liaison and negotiation skills
- Demonstrated ability to work as part of a multi-disciplinary team
- Willingness to work in a field-based environment
- Good level of attention to detail

Experience

- Experience in implementing customer communications strategies
- Experience in managing complex stakeholder issues
- Experience in communication and negotiation with customers in the field
- Demonstrated experience in using initiative and working unsupervised
- Experience in undertaking investigations, analysis and reporting findings

Additional notes:

Willingness to work across a 7-day week, rotating rosters, extended and varied hours

Possess a current NSW driver's license

Employment conditional of a criminal check

Working with children (may be required)

Sydney Water expects all staff to do other projects and perform additional duties as required.

# Appendix

## People management accountabilities

### Manager once Removed accountabilities

- Ensure consistency across the business unit and integrate the work of teams
- Provide subordinates once removed with someone to talk to if they feel they are not being treated fairly by their manager or if they want to appeal a decision made by their manager
- Ensure the quality of management for subordinates once removed
- Answer the question about future of the subordinates once removed by making a clear judgment of potential and providing feedback
- Build capability for future roles
- Plus manager and planning accountabilities below

### Manager accountabilities

- Provide leadership to direct reports
- Ensure direct reports fully understand my role (as a manager), accountabilities and authorities
- Build and maintain a strong, two way, trusting working relationship with my staff based on achieving the business goals and enabling subordinates to work to their fullest potential
- Ensure my direct reports can answer key questions of:
  - Where are we going?
  - What is their work?
  - How their performance will be assessed?
- Set clear tasks by explaining the background to the work (context), the purpose, how much is required and to what quality, the resources available and the time
- Make accountabilities and authorities clear and ensure subordinates have the financial, people, and physical authorities needed to be able to achieve their work
- Set effective baseline conditions for productive work by completing important people management processes of selection, induction, contribution assessment and provide development for the position so staff can complete tasks effectively
- Ensure the team works in a way that each team member actively contributes to the decisions made and moves in a set direction with commitment
- Communicate with direct reports, in person about, change wherever possible
- Quickly address discomfort or tension so problems are resolved before they develop into conflict
- Lead culture change within your team
- Role model corporate behaviours and ethics
- Guide and support direct reports, so they are focused and connected to the Safe and Well Together vision and strategy
- Positively encourage and coach direct reports with respect to their Safe and Well Together visible Leadership behaviours
- Ensure accountability for Health, Safety and Wellbeing leadership is demonstrated through personal safety action plans
- Demonstrate commitment to being Safe & Well Together in meetings such as sharing lessons learned and Safety moments
- Participate in health, safety and wellbeing activities such as wellbeing support activities, Incident investigations, safety meetings, safety inductions and safety training.
- Plus planning accountabilities below

## Planning accountabilities

- Ensure systems of work and processes are effective, that the structure of the team supports the work to be done and that work is aligned across members of my team
- Develop team business plans and ensuring effective execution of those plans
- Ensure work occurs at the right level and outcomes are delivered to the agreed requirements.
- Integrate work across team/s
- Apply Sydney Water policies and procedures consistently and fairly
- Communicate what is required for the business and why.

## Signature behaviours

All staff are accountable for demonstrating Sydney Water's signature behaviours of:

- Focus on solutions (Positive attitude, change ready, improvement and insight)
- Stand up and contribute (Participation, collaboration, courage and respect)
- Do what you say (Honesty, integrity, transparency and trust)
- Support and Encourage (Encouragement, communication, empathy and cooperation)
- Own the outcome (Ownership, accountability, results and accomplishment)