

CANDIDATE PACK

Manager Water & Wastewater - Business & Assets

Tweed Shire Council



**Leading
Roles**

People ▶ Performance ▶ Partners



TWEED
SHIRE COUNCIL

CONTACT

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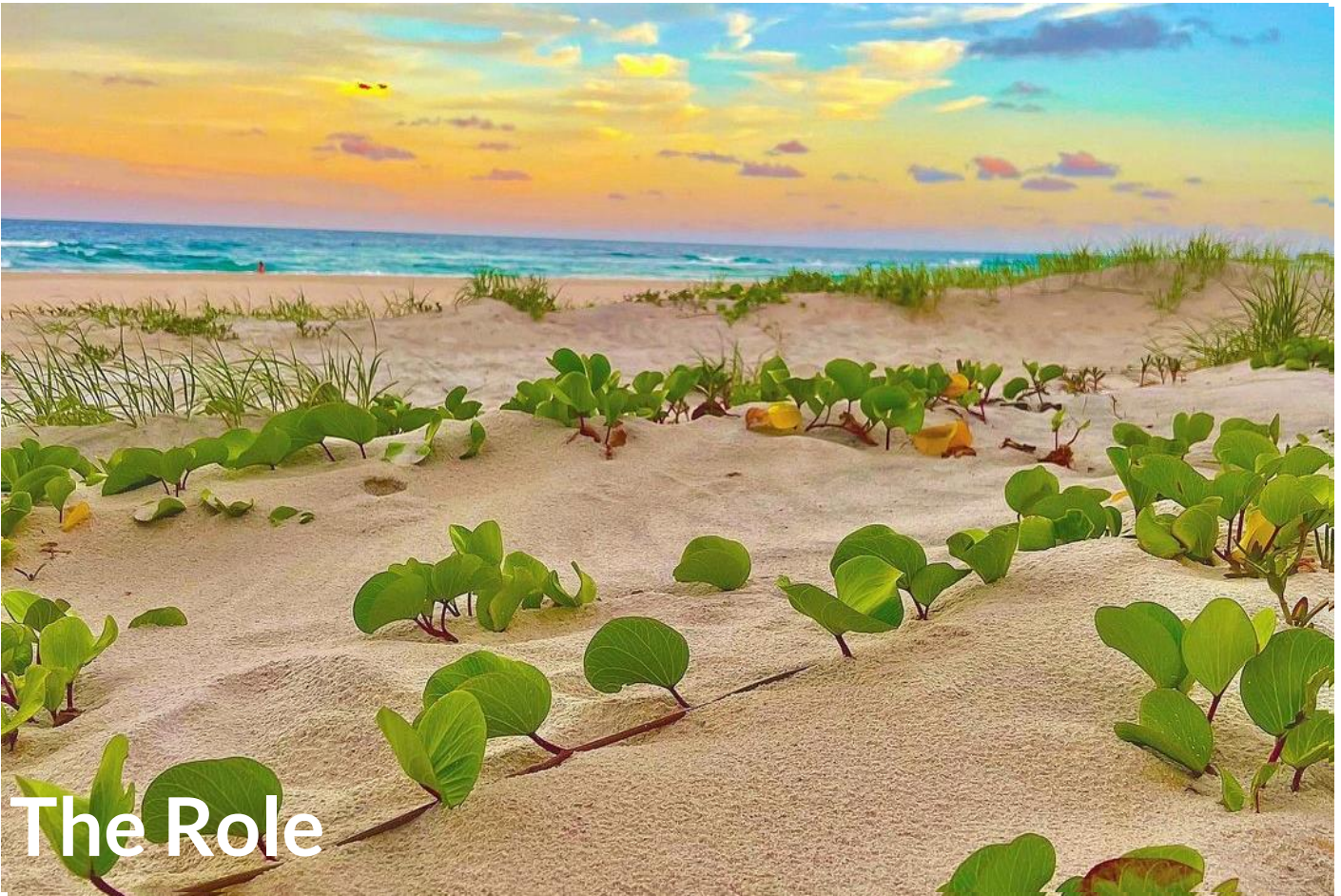
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We respectfully acknowledge the Traditional Owners, the Bundjalung Nation as the custodians of the land and waters, on which we work, live and play. We pay respects to the broader First Nations community and to Elders, past, present and emerging and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



The Role

Tweed Shire Council is seeking a Manager Water & Wastewater - Business & Assets to strategically plan and manage the business and assets functions of the water supply and wastewater services provided to the Tweed Community.

The ideal incumbent will be an experienced professional in the water and wastewater industry, who is a strategic thinker, with a demonstrated ability to undertake long-term business and asset planning.

The Manager Water & Wastewater - Business & Assets will ideally be a strong leader, with a supportive approach to training and development, helping staff achieve their full potential. The incumbent will be a strong communicator with the ability to effectively convey information regarding complex projects to a diverse audience.

With the current incumbent having held various roles within Council for over 30 years, 15 of which being in the Manager position, they are commencing a staggered retirement commencing May 2023 until August 2024. This presents an opportunity for the successful candidate to acquire large amounts of knowledge, with a long-term handover.



Key Responsibilities

Asset Management

As the custodian of all water and wastewater assets, the ideal incumbent will understand the importance of effective asset management, with demonstrated experience in forward planning. Taking a strategic approach to ensure Tweed Shire Council is positioned to meet the future needs of the local community.

Infrastructure Delivery

The Manager Water & Wastewater - Business & Assets will take full responsibility for project portfolio including, planning, design and construction. This will require a high-level understanding of engineering principles relating to water supply and wastewater systems, project management and resourcing skills.

Stakeholder Management

As a key member of the Engineering team, the successful candidate will have the responsibility of ensuring proponents deliver assets to Council that meet Council and industry standards. Collaboration with both internal and external stakeholders will be essential to ensure the successful delivery of projects, programs and services for the community.

Business Management

The role of Manager Water & Wastewater integrates with the entire Council and encompasses important relationships including IT, human resources, finance, infrastructure delivery and other support roles. However, overall, it operates as its own business unit within Council and therefore requires high-level management as a business, including budgeting, forecasting, and planning.



Key Projects

- Water Supply Augmentation
- Development of an emergency water supply including desalination
- 2 major Wastewater treatment plant upgrades
- Protection of Bray Park Weir from saltwater inundation
- Development and management of infrastructure strategies for major greenfield development.

Challenges & Opportunities

- Tweed Shire is a developing area of New South Wales, offering the incoming incumbent an opportunity to make a significant impact on the local community in the safe delivery of water and wastewater infrastructure.
- There are some challenges in the delivery of capital works programs requiring complicated approval processes, community/stakeholder engagement, environmental approvals, and resourcing challenges.

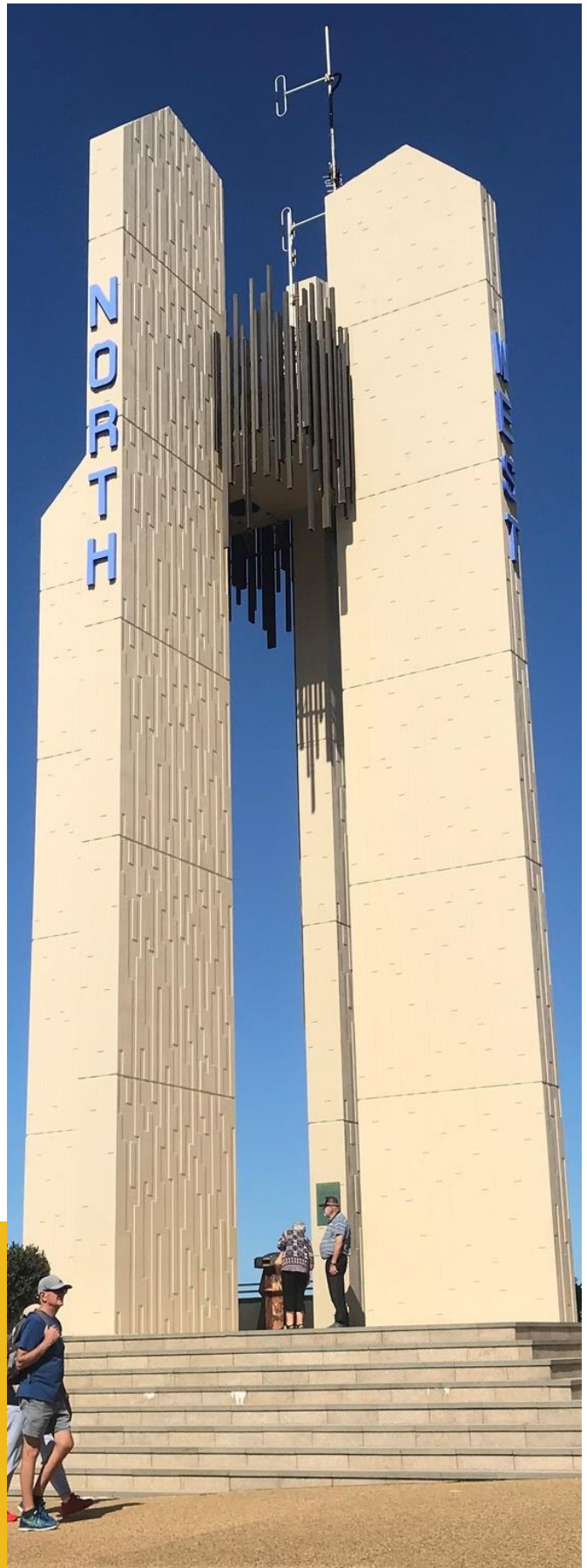
Key Stakeholders

Internal Relationships

- Manager Water & Wastewater Operations
- Councillors
- General Manager
- Executive Leadership Team
- Managers, Unit Coordinators and other Staff
- Water & Wastewater - Business & Assets Staff

External Relationships

- Residential and Commercial Customers
- Community stakeholders
- Government Agencies and Regulatory Bodies
- Local Governments and Water Authorities
- Federal and State Members





The Team

The Manager Water & Wastewater - Business & Assets sits within the broader Engineering Team, reporting directly to the Director Engineering. The position works collaboratively with the Water and Wastewater Operations team.

The Culture

The team holds a strong culture, demonstrating dedication. There are occasions when pressure can get high within the team, however, the dedicated working culture assists with getting the job done.

Living in the Tweed Shire offers a unique lifestyle that combines the natural beauty of the coastline, boasting some of the best beaches in Australia, with modern convenience. Beyond the coastline, the Shire is home to unique, charming, small towns and villages to explore. Tweed Shire offers a relaxed pace of life, with a welcoming community, and a thriving arts and culture scene. Located in a beautiful and popular destination, with access to major cities such as the Gold Coast and Brisbane.



Qualifications, Skills & Attributes

- Bachelor of Engineering (Civil or similar)/15 years' plus experience in a similar role.
- Demonstrated ability to undertake long-term business and asset planning for water and wastewater services.
- High-level external stakeholder management skills, including liaising with the community, developers, regulatory bodies, and water authorities.
- Be a strategic thinker with consideration for long-term and big-picture outcomes.
- Demonstrated leadership skills, with a supportive attitude toward learning and development to ensure staff can perform to the highest level.
- Highly developed verbal and written communication skills.
- Demonstrable time management and multitasking skills.
- A commitment to health and safety in the workplace.
- A demonstrated ability to maintain and manage assets.
- An understanding of financial sustainability, including the ability to budget and forecast short and long-term.
- Be a confident communicator with a high level stakeholder management acumen.
- Demonstrated understanding of technical and legislative requirements relating to the supply of water and wastewater services.
- An ability to plan and manage programs, including practical thinking in terms of project execution, and forward planning.



Council Employee Benefits

Tweed Shire Council is an "employer of choice", they offer flexible work options and great staff benefits. Some of the benefits include:

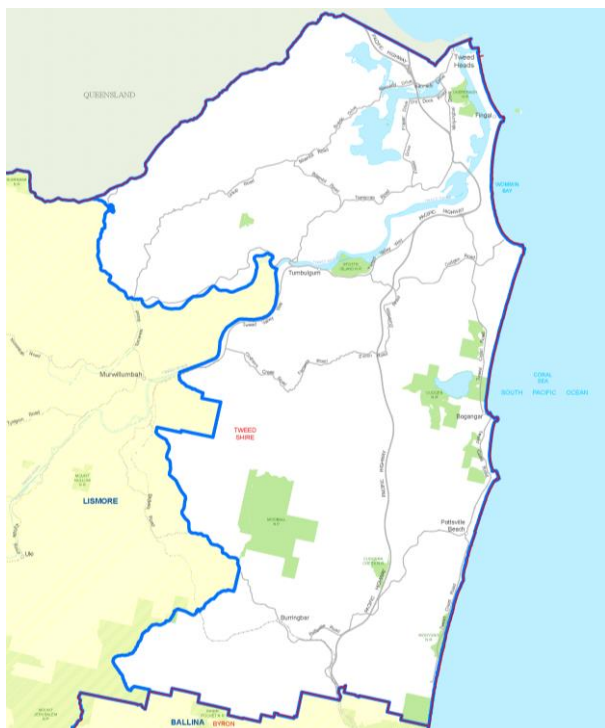
- Tweed Shire Council is offering a generous base salary of up to \$167 000 per annum, with 10.5% super, and a lease-back vehicle option. There is also an opportunity to receive performance-based salary increases and bonuses where applicable.
- 38-hour work week for field-based staff
- Most full-time staff enjoy a 9-day fortnight
- Flexible working arrangements can include working from home, time in lieu, leave without pay and phased retirement.
- Range of employee benefits including staff and family discounts at gyms and pools, health and wellness checks, and free confidential counselling support for employees and immediate family members.
- Free off-street and on-street parking at Council administration offices and depots.



About Council

Tweed Shire Council region covers an area of 1,321 square kilometres with an estimated resident population of 97,151. The council operates from the town of Murwillumbah.

The shire is located in the Northern Rivers region of New South Wales, and it is adjacent to the border with Queensland. Tweed Shire is located about 860 km north of the Sydney CBD and 100 km south of the Brisbane CBD. The shire consists of Tweed Heads, Tweed Coast, Murwillumbah, and several villages.



Tweed Shire encompasses rural areas, national parks, and growing residential and rural-residential areas, with some commercial and industrial land use. Rural land is largely for agriculture, particularly sugar cane, beef and dairy farming, crop growing, some forestry, and tourism.

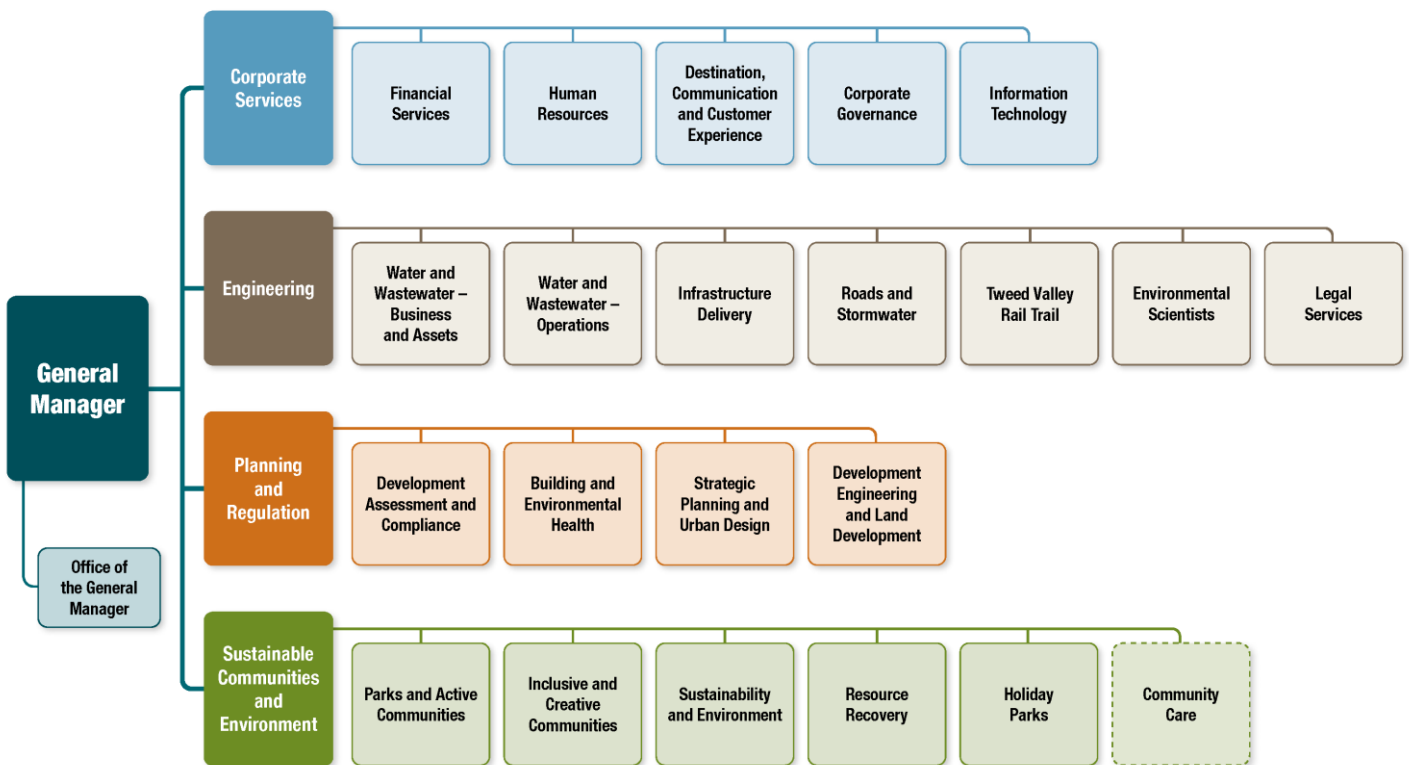
The predominant employment sectors in the Shire include health care and social assistance, accommodation and food, retail and construction.

The council has seven elected councillors who represent the region's residents.

Links to Council Information



Organisational Structure





Living in the Region



Housing

The current median housing price for a 3-bedroom located in Tweed Heads is \$855,000 with median rental prices starting at \$650 per week.



Educational Facilities

There are several schooling options in the Tweed Shire including 17 schools which include state primary and high schools and private independent schools. There is also the Murwillumbah Community College for continuing with tertiary education.



Healthcare

There are excellent medical facilities in the region including both public and private hospitals, medical centres, private health centres, dental practices and aged care facilities.



Living in the Region



Shopping & Dining

The Tweed Shire is a great place for top restaurants, cosy cafes and exceptional produce. The region is also famous for its exotic fruits. There are plenty of options for shopping in the shire, from small local shops and boutiques to larger shopping centres, with local markets held throughout the region.



Sports & Recreation

The Tweed Shire has more than 400 parks, with 1,556 hectares of open space. The Shire is great for walking, cycling, water recreation, and canoeing, with several national parks including Mount Warning, Clarrie Hall Dam, and Pottsville Environment Park.



Getting Around

The Tweed Shire is well serviced by public transport and is about 1 hour 45 minutes to Brisbane and Coolangatta only 36 minutes by car. Airports are located at Southport, Brisbane, or the Ballina Byron Gateway Airport.

Welcome to The Tweed



Recruitment Process



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 expertise in current water and wastewater legislation and industry best practice.
- Demonstrated ability to project plan, analyse, and foresee potential risks.
- Strong leadership skills with an ability to lead by example and inspire others.
- A tertiary qualification in Engineering, and a minimum of 15 years industry experience.
- High-level written and verbal communication skills, including an ability to influence and negotiate.



Applications Open

- Week Commencing
Monday 20 March 2023



Closing Date of Applications

- 5pm Tuesday 11 April 2023



Initial Assessment

- Week Commencing 17 April 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 candidates, and will arrange interviews with council's interview panel, depending on candidate and council staff availability.

The council may require their preferred candidates to undergo psychometric assessment to assist in understanding the candidate's fit for the role and organisation, working preferences and attributes. Following selection of a preferred candidate the council may require a number of 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 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 Human Resources and the relevant selection panel members. But it will not be given to any other person or agency unless you have given us permission, or we are required by law.



Rob Maxwell


Senior Talent Consultant



Rob is a senior recruitment specialist, whose experience spans over 20 years. He has held senior roles in the private, public sectors and resources sector. Since joining Leading Roles in 2017, Rob specialises in developing recruitment project campaigns for engineering, infrastructure, technical and specialist roles.

In addition to Rob's recruitment leadership experience, he has an excellent understanding of the HR/IR operating environment. Rob takes pride in delivering a quality service that is founded on honesty, reliability and a high customer focus.

CONTACT

 0407 164 600

 rob.maxwell@leadingroles.com.au



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ATTACHMENT

Position Description

Position Description

Manager Water and Wastewater - Business and Assets | February 2023

Position Title:	Manager Water and Wastewater Business and Assets WBMAN1		
Job Grade/Type:	ACL2		
Division > Unit:	Engineering		
Our Values	Organisation Structure	About Tweed Shire Council	About The Tweed

Position Purpose

The role has responsibility to strategically plan for and manage the business and assets functions of the water supply and wastewater services provided by Council to the Tweed community.

This position is a member of the Corporate Management Team and is responsible for leading a multi-skilled team in the areas of:

- Asset management, network and systems planning, modelling and management.
- Development assessment and management
- Capital works planning and delivery.
- Strategic business and project planning
- Strategic risk management
- Financial planning and management
- Business improvement and performance reporting
- Integrated water cycle management, water efficiency and demand management
- Liquid trade waste licencing and customer services
- Water supply and wastewater connections and customer services
- Tweed Laboratory Centre Business operations and services to both internal and external customers

Infrastructure within area of responsibility include:

Water Supply:

1x Dam (15,000 ML)
2 x Weirs (656 ML)
3 x Water Treatment Plants (101 ML/day)
38 x Service Reservoirs (116 ML)
30 x Water Pump Stations
723 km of Trunk Water Mains
Asset Replacement Value \$734 million

Wastewater:

8 x Wastewater Treatment Plants (32.8 ML/day)
189 x Sewerage Pump Stations
215 x Single Property Pump Stations
550 km Gravity Sewer Mains
175 km Sewer Rising Mains
Asset Replacement Value \$774 million

Note: This position represents Council as the owner of the Water Supply and Wastewater infrastructure assets. However the position of Manager Water and Wastewater Operations has responsibility for their day-to-day operations and maintenance.

Service Objective

Water Supply: To provide the Tweed community with secure, reliable, and high-quality drinking water services which meet health and environmental requirements.

Sewerage Services: To provide the Tweed community with reliable and high-quality wastewater services which meet health and environmental requirements.

Tweed Laboratory: To provide a cost effective, reliable, responsive, and high-quality water and soil testing service.

Key Relationships

Manager Water and Wastewater Operations: To collaborate, liaise with, advice and provide support in relation to projects or initiatives that are led by or require input from Water and Wastewater Business and Assets staff.

Councillors: To provide professional advice on matters relating to Water and Wastewater strategic initiatives, ensure the proactive provision of relevant information and to action resolutions as appropriate.

General Manager / Executive Leadership Team: To provide professional advice and support on all matters relating to the Unit's strategic and business activities, capital works, service delivery and performance.

Managers, Unit Coordinators, and staff: To liaise with, collaborate and support other council units as appropriate in the achievement of their operational goals and contribute to the achievement of corporate initiatives.

Water and Wastewater Business and Assets Staff: To provide leadership, direction, and people management.

Position Description

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Residential and Commercial Customers: To ensure the provision of reliable, quality, water, and wastewater services within legislative standards. To inform and educate in relation to service changes or interruptions.
General public, resident ratepayer groups, community organisations: To respond, liaise, inform, and educate.
Government agencies and regulatory bodies: To report, communicate, liaise, and collaborate.
Local Governments and water authorities: To liaise, share knowledge and collaborate.
Federal and State Members: To respond to enquiries, seek advocacy support as appropriate and keep informed of relevant issues.

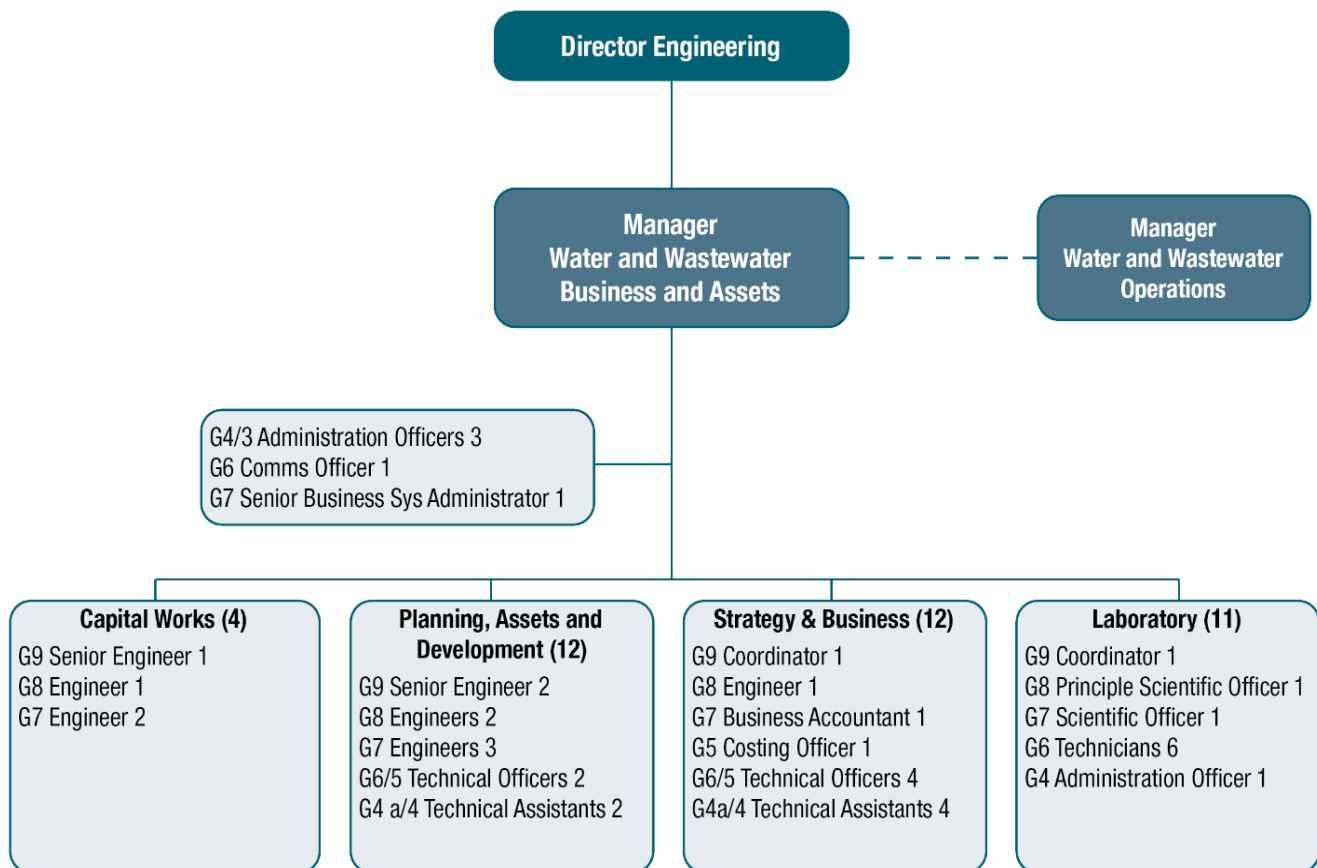
Division > Unit Structure

Reports to: Director Engineering

Direct Reports: 5

Total Staff: approximately 44

Annual Budget: \$100 million



Specific Roles and Responsibilities

1. Service and Area of Responsibility

Within the area of responsibility, this role is required to:

- Work in partnership with the Manager Water and Wastewater Operations (Reticulation, Treatment and Catchment, Mechanical and Electrical Services) to deliver Council's water supply and wastewater services.
- Ensure strategic asset, business and risk management plans are current and appropriate to provide the level of service required by the community and Government.
- Ensure all water supply and wastewater infrastructure is planned for and meets the long term needs of the community.
- Develop concept and business case for strategic projects with stakeholder engagement.
- Develop and deliver capital works programs to increase system capacity, renew and improve existing assets and to meet the levels of service required.

- Develop Council’s Water and Wastewater fund’s one, four, ten and thirty year financial plans and ensure the financial sustainability and the efficient and effective management of these funds.
- Meet all internal and external financial, performance and asset reporting requirements.
- Develop and manage Councils water and wastewater four-year delivery program and annual operational plan.
- Ensure development servicing plans are current and appropriate contributions are recouped by council to provide the required system capacity to meet land development needs.
- Ensure development provided assets meet Council’s specifications and standards requirements and these development related specification and standards are current and appropriate.
- Develop and manage water supply demand and all water efficiency and conservation, water loss and drought strategies and plans.
- Manage connections to Council’s water and wastewater infrastructure and provide high quality customer service, metering, billing, and monitoring processes.
- In conjunction with Council’s corporate services division provide a high-quality customer experience for water and wastewater customers.
- Ensure council’s water supply backflow policy is implemented and compliance achieved.
- Ensure appropriate licencing and management of liquid trade waste discharges into the wastewater network.
- Manage a competitive and high performing water quality Laboratory servicing council and external customers.
- Develop and implement business improvement, policies, standards, and systems to enable the effective delivery of Council’s water and wastewater services.

Manage and develop staff and ensure proactive issue resolution

Capabilities / Generic Responsibilities

Local Government Capability Framework www.lgnsw.org.au/capability. *Focus capabilities are highlighted in **Bold/Italic**.*



2. Personal Attributes

Manage Self (Advanced)

Act with Integrity (Advanced)

Display Resilience and Adaptability (Advanced)

Demonstrate Accountability (Advanced)

- Demonstrates motivation to serve the community and organisation.
- Seeks and accepts challenging assignments and other development opportunities.
- Is flexible and readily adjusts own style and approach to suit the situation.
- Adjusts tactics or priorities in response to changes in the organisational environment.
- Accepts criticism of own ideas and responds in a thoughtful and considered way.
- Welcomes challenges and persists in raising and working through difficult issues.
- Shows composure and decisiveness in dealing with difficult and controversial issues.
- Represents the organisation in an honest, ethical, and professional way and sets an example for others to follow.
- Promotes integrity, courage, and professionalism inside and outside the organisation.
- Proactively addresses ethical and people issues before they magnify.
- Is prepared to make decisions involving tough choices and weighing of risks.
- Addresses situations before they become crises and identifies measures to avoid recurrence.
- Takes responsibility for outcomes, including mistakes and failures.
- Coaches team members to take responsibility for addressing and resolving challenging situations.
- Oversees implementation of safe work practices and the risk management framework



3. Relationships and Interpersonal Skills

Communicate and Engage (Advanced)

Community and Customer Focus (Advanced)

Work Collaboratively (Advanced)

Influence and Negotiate (Advanced)

- Presents with credibility and engages varied audiences.
- Translates complex information concisely for diverse audiences.
- Creates opportunities for others to contribute to discussion and debate.
- Demonstrates active listening skills, using techniques that contribute to a deeper understanding.
- Demonstrates a thorough understanding of the interests, needs and diversity in the community.
- Promotes a culture of quality customer service.
- Ensures that the customer is at the heart of business process design.
- Makes improvements to management systems, processes, and practices to improve service delivery.
- Builds a culture of respect and understanding across the organisation.
- Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams.
- Builds and maintains professional relationships inside and outside the organisation.
- Makes a strong personal impression and influences others with a fair and considered approach.
- Pre-empts and minimises conflict by working towards mutually beneficial outcomes.



4. Results, Outputs and Achievements

Plan and Prioritise (Advanced)

Think and Solve Problems (Advanced)

Create and Innovate (Adept)

Deliver Results (Advanced)

- Ensures business plans and priorities are in line with organisational objectives.
- Uses historical context to inform business plans and mitigate risks.
- Anticipates and assesses shifts in the environment and ensures contingency plans are in place.
- Ensures that program risks are managed, and strategies are in place to respond to variance.
- Implements systems for monitoring and evaluating effective program and project management.
- Is able to draw on wide-ranging interests and experiences when facing new challenges.
- Thinks broadly about the root of problems before focusing in on the problem definition and solutions.
- Is able to discuss issues from different angles and project impacts into the future.
- Considers the broader context when critically analysing information and weighing recommendations.
- Analyses successes and failures in the organisation for insights to inform improvement.
- Identifies ways in which industry developments and trends impact on own business area.
- Identifies, shares, and encourages suggestions for organisational improvement.
- Experiments to develop innovative solutions.
- Sets high standards and challenging goals for self and others.
- Delegates responsibility appropriately and provides support.
- Defines what success looks like in measurable terms.
- Uses own professional knowledge and the expertise of others to drive results.



5. Resources and Governance

Finance (Advanced)

Assets and Tools (Highly Advanced)

Technology and Information (Highly advanced)

Procurement and Contracts (Advanced)

- Ensures the design/delivery of services is within budget.
- Explains the organisation's financial drivers to others in plain language.
- Evaluates strategic business cases including the relative cost benefits of direct provision or purchase of services.
- Promotes the role of sound financial management and its impact on long term financial sustainability.
- Engages in strategic planning to ensure the organisation's assets support delivery of the strategic plan.
- Ensures effective governance of the allocation, maintenance and investment in assets and tools.
- Promotes the role of councils as custodians of community assets.
- Actively pursues asset risk minimisation strategies, plans and outcomes.
- Ensures effective governance enables efficient and effective applications of technology in the organisation.

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- Encourages research and expert advice on the application of emerging technologies.
- Critically assesses business cases to introduce new technologies.
- Ensures that organisational policy on procurement and contract management is implemented.
- Applies knowledge of procurement and contract management risks to decisions
- Ensures others understand their obligations to manage and mitigate risks in procurement.



6. Workforce Leadership

Manage and Develop People (Advanced)

Optimise Workforce Contribution (Advanced)

Inspire Direction and Purpose (Advanced)

Lead and Manage Change (Advanced)

- Knows the individual strengths, weaknesses, goals, and concerns of members of the team.
- Coaches and mentors staff to foster professional development and continuous learning.
- Resolves team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way.
- Translates organisational vision and strategy into operational goals to help staff understand their own contribution.
- Builds a shared sense of purpose through involving people in defining priorities and cascading goals.
- Regularly communicates progress against business unit and organisational goals.
- Creates opportunities for recognising and celebrating high performance at the individual and team level.
- 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.
- Recruits capable people with varied backgrounds, styles, and strengths.
- Translates change initiatives into practical strategies, including the role of staff in implementing them.
- Develops appropriate approaches to involve staff and stakeholders at various stages of the project.
- Implements structured processes to manage structural, system, process, and cultural barriers to change.
- Provides coaching and leadership in times of uncertainty and difficulty for staff.

Workplace Compliance

Infection Control and Immunisation: This position involves potential risk of exposure to vaccine preventable diseases(s). It is a requirement of this position that all incumbents undertake the recommended course of immunisation for the following disease(s): Hepatitis A, Hepatitis B and Tetanus

Probation Period: New appointees are subject to a 3 month probation period. Where deemed appropriate, the probationary period can be extended by the relevant Director for no more than a further 3-month period. Successful completion of the probationary period will result in confirmation of employment.

Work Health and Safety (WHS): Comply with relevant employment category obligations detailed within Council's WHS Responsibility, Authority & Accountability Protocol. Categories 2 and 8 apply to this position. [http://tscdotnet/Download.aspx?Path=/OMS/Documents/WHS Responsibility, Authority and Accountability 2.3.pdf](http://tscdotnet/Download.aspx?Path=/OMS/Documents/WHS%20Responsibility,%20Authority%20and%20Accountability%202.3.pdf)

WHS Training Requirements: The WHS training requirements for this position are completion of the online Safety Induction Program and Local Area Induction (Level 2 Work Activity)

Position Location: The position is required to work out of any of Council's administrative offices, depots, or any other location within the Shire as directed by the supervisor.

Selection Criteria (Qualifications, experience, specialist skills and knowledge)

Essential

- Degree level qualification in Civil Engineering or associated discipline.
- Demonstrated understanding of and expertise in current practices and policy directions relating to the delivery of water supply, wastewater, and water quality laboratory services.
- Demonstrated competence in undertaking long term business and asset planning and management of water supply and wastewater systems.
- Demonstrated competence in managing the developer and water authority interface to ensure the planned and appropriate upgrade and or extension of the network to service new development.
- Demonstrated ability to plan and manage resources and deliver capital infrastructure.
- Demonstrated capacity for strategic thinking – the ability to think at a big picture level and take a long-term view.
- Highly developed conceptual and analytical skills, including the ability to identify emerging issues, trends, and risks, and impacts and the expertise to resolve complex operational program and service delivery issues.
- Demonstrated leadership skills including the ability to provide the unit with clear objectives, inspire a positive attitude to work and to succeed and steer others towards successful goal and task accomplishment.
- Demonstrated ability in initiating and managing innovation, change processes and performance management as it relates to the role.
- Demonstrated understanding of new and emerging technologies and practices within the water industry.
- Demonstrated understanding and commitment to people management practices that value continual learning and professional development.
- Demonstrated advanced negotiation and influencing skills. The ability to create consensus, resolve disputes and broker agreement to proposals and ideas.
- Highly developed written communication skills including the ability to write in a clear, fluent, and concise manner, produce written communications that are appropriate and readily understood by the intended audience and organise information in a logical sequence.
- Demonstrated competence in managing priorities to meet business planning, program, and statutory requirements.
- Demonstrated ability to maintain an active awareness of the working environment to promote safe and effective workplace.
- C class driver's licence.

Desirable

- Post graduate qualifications/studies in Management and/or Leadership.