

TENTERFIELD SHIRE COUNCIL



**Position Information Package
Services Operator (Northern)
Reference No: 13/23**

Index

Item
Copy of Advertisement
Job Application Cover Sheet
Position Description (Including Selection Criteria)
Important Information for Applicants All applicants are requested to read this information

November 2023



POSITION VACANT

Applications are invited for the below position:

Services Operator (Northern) – PV 13/23

Salary: \$58,640.40p.a - \$65,462.80p.a + Allowances + Superannuation.

Tenterfield Shire Council is seeking an experienced and qualified Services Operator to join our Water & Sewerage team in Urbenville on a full-time basis.

ABOUT THE ROLE - The position is responsible for ensuring the treatment, maintenance and construction of works relating to the provision of water and wastewater services for the Urbenville region of Tenterfield Shire.

ABOUT YOU - Along with knowledge, qualifications and experience, you will possess a great attitude and have the ability to work within our diverse positive team. If you are an individual with these qualities and would like the opportunity to contribute to your community, we encourage you to apply.

Tenterfield Shire offers a supportive workplace culture built around our values of "ICARE", with fantastic working conditions and a range of additional benefits to help you enjoy life in our local community, including:

- 9 day fortnight;
- Vehicle for work use;
- 15 days accumulative annual sick leave;
- 4 weeks accumulative Annual Leave;
- Relocation assistance (negotiable for the right applicant);
- Further learning and development opportunities in Council's regulatory training program where required.
- Access to onsite monthly Counselling through Council's Employee Assistance Program (EAP).

HOW TO APPLY - Further information and details can be obtained in Council's **Position Information Package**, or by contacting Councils Manager Water & Waste or HR, Workforce Development & Safety on 02 6736 6000 (during business hours).

Applications addressing the selection criteria should be emailed to the General Manager at hr@tenterfield.nsw.gov.au quoting the reference number and be submitted by no later than **4.00pm, 30 November 2023**.

Tenterfield Shire Council is an Equal Opportunity Employer and proudly embraces the following values: Integrity, Community Focus, Accountability, Respect & Excellence (ICARE).

Applicants must be an Australian citizen/resident or hold a visa that allows employment in Australia.

Glenn Wilcox
General Manager



**TENTERFIELD SHIRE COUNCIL
JOB APPLICATION
COVER SHEET
Reference No 13/23**

Position applied for: Services Operator (Northern)

Mr

Family Name: _____

Mrs

Given Names: _____

Ms

Preferred Name: _____

Miss

Other

Postal Address:

Telephone (please ensure you can be contacted on this number during business hours i.e., 9am - 5pm)

Home: _____

Mobile: _____

Other: _____

Email: _____

Please tell us where you heard about this position _____

THIS COVER SHEET MUST BE ATTACHED TO YOUR APPLICATION

Address all correspondence to:

Chief Executive
Tenterfield Shire Council
**Confidential: Job Ref No: 13/23 – Services
Operator (Northern)**
PO Box 214
TENTERFIELD NSW 2372
hr@tenterfield.nsw.gov.au

Job Enquiries:

**Manager Water & Waste, or
HR, Workforce Development & Safety**
Phone: (02) 6736 6000 (during business hours)
Email: hr@tenterfield.nsw.gov.au



Position Description **Services Operator (Northern)**

Quality Nature - Quality Heritage - Quality Lifestyle

Division:	Office of the Director of Infrastructure
Section:	Water & Waste
Position Identifier:	SOU/V2
Classification:	Grade 8
Industrial Instrument:	Local Government (State) Award
Location:	Water Treatment Plant, located off Tooloom Falls Road, Urbenville.
Date position description approved	November 2021

Council overview

Tenterfield is situated in the New England Region of NSW and is known as the Birthplace of the Australian Nation. As a Rural Medium sized Council we enjoy the benefits of rural lifestyle with ready access to Northern Coastal/Beach areas of NSW and the facilities that the nearby Queensland Granite Belt and greater Brisbane hinterland can afford. Academic needs are well served in the region as are cultural and outdoor pursuits. Our mission is to provide quality leadership and services within our Local Government area, with resources aligned to supporting our community vision as articulated in our Community Strategic Plan.

Council values

Council values are ICARE - Integrity, Community, Accountability, Respect and Excellence.

Council values the staff and their safety and acts to develop the workforce in accordance with the Workforce Plan. Council is committed to being an employer of choice by pursuing a workforce culture of excellence and fostering an environment where staff are empowered, challenged and invested-in whilst maintaining a flexible balance between work and life commitments. Change, challenge and opportunity are features of our Council seeking to deliver excellence within our means.

Primary purpose of the position

The position ensures the treatment, maintenance and construction of works relating to the provision of water and wastewater services to the Urbenville area of Tenterfield Shire.

Key accountabilities

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

Management and Control:

- Ensure the section procedures, practices, standards and operating systems in accordance with WHS practices, EEO Principles, statutory requirements and Council Policy are being implemented and adhered to.
- Ensure security and custodianship of the Council's assets under their control.
- Communicate, co-operate and co-ordinate with both internal and external parties.

Key Activities:

- Participate in and promote a positive public image of the Council.
- Operate and maintain water treatment plants as required.
- Operate, construct and maintain water reticulation systems, including cleaning, value hydrant, and meter replacement.
- Operate and maintain wastewater treatment plants as required.
- Operate, construct and maintain wastewater collection systems, including removing chokes.
- Monitor Creek Weir Level.
- Monitor creek water quality including catchment.
- Actively implement and promote improvements to works practices.
- Liaison with public bodies (TELSTRA, Transport NSW, etc.) and the public as required.
- Co-operate with emergency services during emergencies.
- Undertake any other works as directed by Senior Services Operator compatible with the employee's skills, competence and training.
- Prepare and submit electronic timesheets to the Supervisor showing an accurate account of times and allowances claimed on a daily basis.
- Carry out cleaning, maintenance and fuelling of any vehicle assigned for official duties and/or commuter use in accordance with Council Policy.

Key challenges

Delivery of interruption free water and wastewater services to Urbenville/Tenterfield Shire.

Ensuring all testing protocols are consistently completed.

Key internal relationships

Who	Why
Senior Services Operator (Northern), Manager Water & Waste, Manager Works, Storeperson, Revenue Officer/s.	Service Delivery

Key external relationships

Who	Why
Customers, Ratepayers, External Stakeholders.	Service Delivery

Key dimensions

Reports to

Senior Services Operator (Northern)

Essential requirements

Certificate III in Water Industry Treatment or equivalent.

Availability and reliability for on call duties.





Class C Driver's License.

Capabilities for the role

Ability to progressively demonstrate delivery of the competencies/skills described in the skill steps (skill descriptors) of the competency framework for the position. In addition:-

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>.

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Local Government Capability Framework		
Capability Group	Capability Name	Level
	Manage Self	Adept
	Display Resilience and Adaptability	Adept
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
	Communicate and Engage	Intermediate
	Community and Customer Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	Intermediate
	Deliver Results	Foundational
	Finance	Foundational
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none">• Initiates action on team/unit projects, issues and opportunities• Accepts and tackles demanding goals with drive and commitment• Seeks opportunities to apply and develop strengths and skills• Examines and reflects on own performance• Seeks and responds well to feedback and guidance
Personal Attributes Display Resilience and Adaptability	Adept	<ul style="list-style-type: none">• Is flexible, showing initiative and responding quickly to change• Accepts changed priorities and decisions and works to make the most of them• Gives frank and honest feedback / advice• Listens when challenged and seeks to understand criticisms before responding• Raises and works through challenging issues and seeks alternatives• Stays calm and acts constructively under pressure and in difficult situations
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none">• Maintains confidentiality of customer and organisational information• Is open, honest and consistent in words and behaviour• Takes steps to clarify ethical issues and seeks advice when unsure what to do• Helps others to understand their obligations to follow the code of conduct, legislation and policies• Recognises and reports inappropriate behaviour, misconduct and perceived conflicts of interest
Personal Attributes Demonstrate Accountability	Intermediate	<ul style="list-style-type: none">• Follows through reliably and openly takes responsibility for own actions• Understands delegations and acts within authority level• Is vigilant about the use of safe work practices by self and others• Is alert to risks in the workplace and raises them to the appropriate level

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate and Engage	Intermediate	<ul style="list-style-type: none"> • Focuses on key points and communicates in 'Plain English' • Clearly explains and presents ideas and technical information • Monitors own and others' non-verbal cues and adapts where necessary • Listens to others when they are speaking and asks appropriate, respectful questions • Shows sensitivity in adapting communication content and style for diverse audiences
Relationships Community and Customer Focus	Intermediate	<ul style="list-style-type: none"> • Identifies and responds quickly to customer needs • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities • Takes responsibility for resolving customer issues and needs
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Encourages an inclusive, supportive and co-operative team environment • Shares information and learning within and across teams • Works well with other teams on shared problems and initiatives • Looks out for the wellbeing of team members and other colleagues • Encourages input from people with different experiences, perspectives and beliefs • Shows sensitivity to others' workloads and challenges when asking for input and contributions
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> • Builds a network of work contacts across the organisation • Approaches negotiations in the spirit of cooperation • Puts forward a valid argument using facts, knowledge and experience • Asks questions to understand others' interests, needs and concerns • Works with others to generate options that address the main needs and concerns of all parties
Results Plan and Prioritise	Foundational	<ul style="list-style-type: none"> • Understands team objectives and own contribution • Plans and organises own work tasks • Asks when unsure about the relative priority of allocated tasks • Manages time appropriately and re-prioritises as required • Identifies and informs supervisor of issues that may impact on completion of tasks

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Foundational	<ul style="list-style-type: none"> • Finds and checks information needed to complete own work tasks • Breaks down information and issues into component parts • Thinks through the options available and checks his/her suggested approach • Refers complex issues and problems to a manager/supervisor
Results Create and Innovate	Intermediate	<ul style="list-style-type: none"> • Researches developments and trends in the industry • Thinks about issues and opportunities from different viewpoints • Links together unrelated ideas or events to generate insights • Identifies improvements to work systems, processes and practices
Results Deliver Results	Foundational	<ul style="list-style-type: none"> • Takes the initiative to progress work tasks • Clarifies work required and timeframe available • Identifies what information/resources are needed to complete work tasks • Checks own work for accuracy, quality and completeness • Completes tasks under guidance, on time and to the required standard
Resources Finance	Foundational	<ul style="list-style-type: none"> • Shows respect for the value of public money • Calculates and records financial information accurately • Seeks approval from manager/supervisor for expenses and claims, as required by policies or guidelines
Resources Assets and Tools	Intermediate	<ul style="list-style-type: none"> • Uses a variety of work tools and resources to enhance work products and expand own skill set • Ensures others understand their obligations to use and maintain work tools and equipment appropriately • Contributes to the allocation of work tools and resources to optimise team outcomes
Resources Technology and Information	Intermediate	<ul style="list-style-type: none"> • Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness
Resources Procurement and Contracts	Foundational	<ul style="list-style-type: none"> • Complies with basic ordering, receipting and payment processes • Checks quotes and invoices for accuracy • Checks that invoiced fees and charges match goods or services delivered

Supplementary Information

Selection Criteria

(Applicant must address all selection criteria)

Essential:

1. Certificate III in Water Industry Treatment or equivalent.
2. Knowledge of and experience in water and wastewater operations, including reticulation, plant maintenance, construction and operation including testing for statutory requirements in order to achieve required results.
3. Demonstrated ability to work on water and sewer mains, maintenance and repairs.
4. NSW Class C Drivers Licence or equivalent.
5. Physical capability to carry out general labouring duties.
6. Good communication skills, including the ability to deal with the public.
7. Good literacy and numeracy skills at Year 10 Level or equivalent.
8. Demonstrated experience using computer software, including Microsoft Word, Excel and Outlook.
9. Demonstrated knowledge of WHS practices, particularly those relating to water and sewerage operations, and knowledge of EEO principles.
10. Demonstrated experience working in a team environment, and ability to develop productive working relationships.
11. Experience in setting out Works to plans and resolve relevant problems.
12. Demonstrated ability to operate and undertake basic user maintenance tasks on small plant, mechanical and electrical equipment.
13. Possess a NSW Construction Induction (White) Card.
14. SafeWork NSW Traffic Control Certification (Controller & Implement Traffic Control Plans) or ability to obtain.
15. Availability and reliability to perform on call duties.
16. Sufficiently fit to carry out duties and any safety drill or rescue. Ability to swim.
17. Undertake Criminal history/Police Check prior to commencement.

Desirable:

1. First Aid Certificate.
 2. Confined Spaces entry accreditation or the ability to obtain.
 3. NSW MR Licence or equivalent.
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General Information

Hours of work:

Full time position with Council operating a nine (9) day fortnight system of seventy-six (76) working hours, with fortnightly pays. Work hours are generally 7:15am to 4:30pm, Monday to Thursday inclusive, and 7:15am to 4:00pm on Fridays, with one (1) Rostered Day Off, (RDO) per fortnight.

The incumbent will also be required to be available for on call duties on a rostered basis.

Some variation in work hours will be required, depending on work status and emergency call-outs, including overtime requirements and variation to RDO's.

Leave entitlements:

These entitlements are in accordance with the NSW Local Government (State) Award and include four (4) weeks annual leave and fifteen (15) days sick leave per year.

Criminal Record Check:

The successful applicant will be required to undergo a Criminal Check prior to appointment to the position.

Medical examination:

The successful applicant will be required to undergo a Pre-Employment Medical Examination with the Doctor of his/her choice, at Council's expense. Council will provide a standard medical form.

Performance Evaluation:

Performance evaluation will be in accordance with Council policy.

WHS Responsibilities:

Staff have a duty of care to adhere to the following:

- Ensure all work is performed in accordance with Council's Health and Safety Policy.
- Take reasonable care for individual safety and that of others.
- Demonstrate an understanding of the health and safety issues associated with the position and immediate work environment.
- Report all identified hazards, accidents/incidents and near misses to immediate supervisor/manager.

Equal Employment Opportunity:

Tenterfield Shire Council promotes the principles and practices of Equal Employment Opportunity by adhering to the following: -

- Merit based selection;
- The attainment of a diverse and multi skilled workforce;
- Embody a workplace culture that promotes fair and equitable practises at all levels of the organisation.

Staff are requested to adhere to the principles of EEO by conducting their duties and treating fellow co-workers in a non-discriminatory, courteous and respectful manner.

Smoke – Free Workplace:

Tenterfield Shire Council provides a 'smoke free' work environment. Council policy prohibits smoking in all Council buildings, vehicles and plant.

Learning and Development:

The position incumbent must comply with essential learning and development requirements as provided for within Council's Training Plan, and other L&D initiatives designed to enhance individual performance.

Code of Conduct and Council Policies, Protocols and Procedures:

The position incumbent must adhere to TSC Code of Conduct and current and amended Council policies, protocols and procedures for the duration of their employment. Policies can be accessed on Council's website.

Council Uniform:

Personal Protective Equipment (PPE) will be supplied and must be worn in accordance with Council policy.

Physical:

The incumbent must be physically able to carry out their daily tasks in an ergonomically safe and healthy manner and carry out any safety drill or rescue.

Job Description:

This position description is indicative, and duties may be reviewed and amended from time to time to ensure that outcomes are coordinated within Council's Operational Plan and Delivery Plan.



IMPORTANT INFORMATION FOR APPLICANTS

Thank you for your interest in seeking employment with Tenterfield Shire Council. Please read the following information, this will assist you in completing your application.

The recruitment, selection and appointment process of Tenterfield Shire Council is guided by Equal Employment Opportunities (EEO) legislation and practices common to all public sector organisations.

Merit is the basis of selection and is measured by how well applicants address the **selection criteria** listed in the **Position Description** and how they present at interview.

The Job Information Package

This package contains all the information you require to apply for the position. Please read it carefully and follow the instructions and guidance. This will assist you greatly when completing and lodging your job application.

The Position Description

Council's position descriptions describe the tasks and duties the position incumbent is required to perform to fulfil the responsibilities of the position.

It's in your best interest to read the schedule of duties to make sure you have the required knowledge, skills and experience to do the job competently.

Selection Criteria (Essential and Desirable)

The Essential Criteria must be met if you are to fulfil the responsibilities of the job. Applicants need to demonstrate that they meet the criteria and their level of competence. If you cannot demonstrate this it is unlikely you will be considered for the position.

The Desirable Criteria enhances your qualifications for the job. You may still be selected for further consideration if you do not meet any or all of these criteria but illustrating that you do will improve your chances considerably.

It's important that you are able to detail how and why you consider yourself suitable for the position by thoroughly addressing each of the selection criteria. Each selection criterion should be responded to separately. If your application does not address each of the selection criteria your application is likely to be culled.

When addressing the selection criteria take into account the following: -

Demonstrated means that you have actually performed the activity or applied the skill in the past as opposed to having the potential to do so.

Knowledge of or the ability to rapidly acquire the knowledge of means that you already have the required knowledge, or you can provide examples of past situations which have required the rapid acquisition of knowledge.

Thorough, sound or high level indicates that a more advanced level of knowledge or skill may be required.

Shortlisting and Interview

Shortlisting of job applications for positions is usually carried out on receipt of individual applications. The application is then assessed against the criteria. If the criteria is met, an interview will be offered and held with at least two (2) or (3) panel members that are staff members of Council. The applicant will be contacted by phone if an interview is offered.

Interviews are normally held at a Council facility. Face to face interviews are preferred, however, if an applicant is unavailable for a personal interview due to excessive distance or other reasonable grounds, Council will conduct a tele conference. The same interview questions and format is followed for each candidate and the interview process usually can take between 30-45 minutes.

Referees

Applicants are asked to provide contact details of a minimum of two (2) current referees. Council prefers that referee information includes the applicant's relationship to the referee, for example Supervisor/Manager.

Please note that it is the responsibility of the applicant to advise their referees that they are applying for a position and secure their permission as a point of reference for Council to make contact directly with them.

Appointment Process

The process normally takes up to a week from the time of interview to the time of advising the successful applicant.

The successful applicant is contacted by telephone at which time a verbal offer of employment is made pending a satisfactory pre-employment Medical and security check. If the applicant accepts the position, the HR team then initiates the pre-employment process. Unsuccessful interviewees are advised in writing.

Some general points to remember when applying for a position

- Applicants are encouraged to read the Position Information Package.
- Your application should include Council's Job Application Cover Sheet, your resume (including your employment history and any qualifications) and your response to the selection criteria (essential & desirable).
- Please do not enclose original documents in your job application. Council will not be responsible for misplacing original documents.
- Please keep a copy of your application.
- Applications should be emailed and addressed to the General Manager.

If you require further information in relation to Council's recruitment processes, please contact HR, Workforce Development & Safety.
