

Position Description



Position Title	Compliance Officer Water Wastewater
Department	WWW
Reports to	Manager Water and Wastewater Operations
Grade	10
Date reviewed	2025

Primary Purpose

The **Compliance Officer Water Wastewater** assists in the provision of Statutory Management Reporting and Quality Monitoring and Reporting of the Water and Wastewater Services. In addition, this position assists in the coordination of the water quality and wastewater monitoring compliance program to ensure the delivery of safe, efficient and reliable water and wastewater services to the community, and contributes to WH&S compliance, ensuring the safety of W&WW personnel and all stakeholders.

The incumbent will contribute to Council's vision: "A Trusted Community Partner" and promote the values which support this: Solutionary, Together, Accountable, Innovative, Caring, using these to guide decisions, actions and conduct.

Key Accountabilities

- Provide a high standard of customer service support to both internal (Council) and external (public) stakeholders through all communication mediums available at Snowy Monaro Regional Council (telephone, email, verbal and letter)
- Review all aspects of water supply and water & wastewater service delivery compliance with the Local Government Act, Water Management Act, Environment Protection Act, WH&S Act, Public Health Act and associated Regulations, Codes, Licences and Environmental Authorisations including all annual water and wastewater license returns
- Annual procedural review and submission of legislated documents and reports including but not limited to the following:
 - Drinking Water Quality Management Plan
 - Pollution Incident Reporting Management Plans
 - Local Water Utilities Annual Performance reporting data
 - (SMRC) WH&S system as it applies to W&WW Operations
- Develop, implement and review water and wastewater quality monitoring programs
- Monitoring of water quality complaints as they arise, providing summary information for management and technical information to customer service staff.

- Collaborate, develop and implement procedures and advice (including training) in relation to water and wastewater specific acts, regulations and WH&S documentation with the Coordinator WWW Operations
- Develop, optimise and review procedures for water supply and W&WW service delivery to adapt to changing circumstances.
- Prepare internal quality assessments to review trends, identify issues and propose corrective actions to maintain compliance
- Set up quality systems and processes to ensure data is managed, readily accessible and can be used for reporting and strategic decisions.
- Conduct regular inspections and audits including developing actions plans to address any non-conformances by the Water & Wastewater Operations team's performance against EPA license conditions , A.D.W.G. and WH&S Policies & procedures. Assist in the monthly/annual reporting of state & federal Government funding bodies
- Assist (SMRC) WH&S Coordinator in matters relating to W&WW
- Contribute to development of water and wastewater public education programs
- Promote information sharing and knowledge transfer to drive evidence-based decision-making, enhance capability and optimise capacity
- Contribute to the performance of Council: demonstrate professional conduct, make the best use of knowledge, experience and skills and be accountable for own decisions and actions
- Contribute to a safe workplace: comply with legislative and organisational requirements and be accountable for own decisions and actions

The employee is required to undertake any other duties, projects or tasks as directed by the Manager Water and Wastewater Operations, which are within his/her skills, competence and training.

Position Capabilities		
Capability Group	Capability Description	Level
 Personal Attributes	Be accountable for investing in own growth, acting with integrity and displaying resilience.	Advanced
 Relationships	Be respectful, inclusive and collaborative in engaging with others to address issues and deliver for the community.	Adept
 Results	Be planned and responsive to organisational priorities and develop pragmatic solutions to deliver quality outcomes.	Adept
	Be efficient, effective and compliant in the management and use of assets, finance and contracts.	Adept

Resources		
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Essential Criteria

1. Degree in a relevant science, applied science or engineering discipline or equivalent relative work experience that can be associated with the position requirements.
2. Knowledge of Australian Drinking Water Guidelines, and Environmental Legislation
3. Knowledge of drinking water and wastewater systems and associated monitoring programs
4. Demonstrated experience in technical report writing and data analysis with ability to interpret analytical results
5. Demonstrated experience in relevant Windows and Microsoft Office products
6. Well-developed database management skills
7. Excellent customer service philosophy and experience allowing the position to deal effectively with a diverse range of stakeholders and situations
8. Well-developed interpersonal and written communication skills
9. Ability and willingness to undertake training in software or other specific W&WW deliverable competencies required for the position
10. Excellent time management skills and ability to work to strict deadlines
11. Ability and ongoing commitment to work as directed by Supervisor, according to Council's prescribed practices and Code of Conduct, with or without supervision
12. Current Driving License Class C, ongoing employment is conditional on maintaining this license

Desirable Criteria

1. Familiarity in local government corporate software solutions, including mapping software
2. Experience in Water supply and Water & Wastewater Service delivery requirements
3. Well-developed Safety, Environmental & Quality management principles including analysis and reporting

The position description should be read, and applied, in conjunction with other corporate documentation that guides decision-making, actions and conduct, including but not limited to, the contract of employment, Code of Conduct, delegations of authority, legislation, regulation, policy, procedure, process, standards and plans.

I have read and understand the above requirements and accountabilities of this position.

Name (please print)

Signature

Date