



# POSITION DESCRIPTION

## TECHNICAL OPERATIONS OFFICER

**May 2017**



## **POSITION SUMMARY**

The Water Industry Operators Association of Australia (WIOA) is the peak representative body for people in operational roles in the Australian water industry. It is a national not-for-profit association, governed by a Board of Directors and a Committee elected by Association members.

The organisation is managed by the Managing Director (MD) and Chief Operations Officer (COO) in accordance with the powers delegated to the positions under the Constitutions of both the Water Industry Operators Association of Australia Limited and the Water Industry Operators Association of Australia Incorporated.

Reporting directly to the Chief Operations Officer (COO) the Technical Operations Officer will provide technical input and expertise across a range of Association activities. Working closely with the MD, COO and a small team of administrative staff and volunteer helpers, the objective is to maintain and build on the present activities and Member services in order to achieve WIOA's constituted objectives and meet the Association's strategic vision, mission and goals.

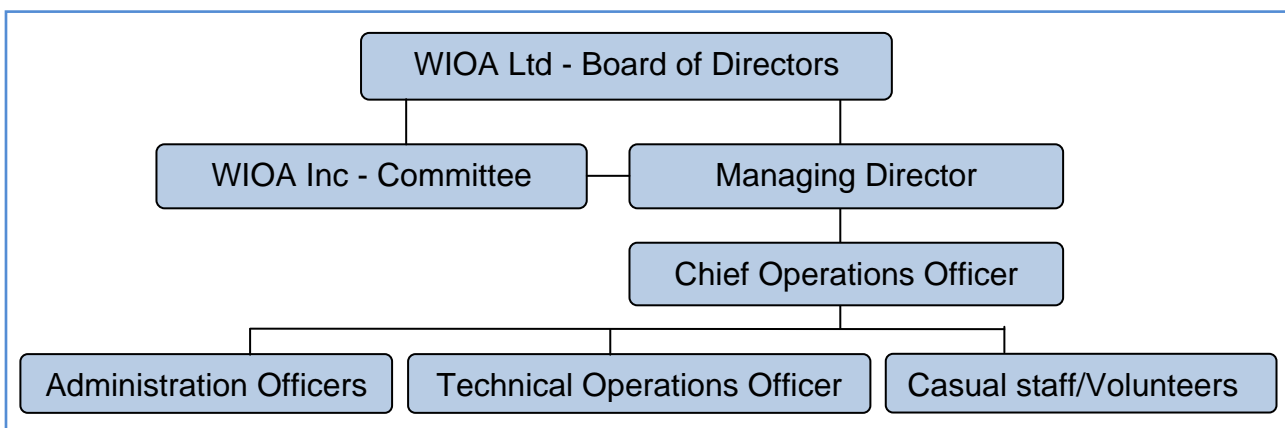
The Technical Operations Officer will primarily be responsible for maintaining, developing and implementing the technical "products" of the organisation including seminars and training courses, resource materials, interest day topics and publications and assisting the MD and COO in the development and roll out of the Operator Certification scheme.

Integral to the role is ability to work with other staff, members and volunteers in the development, promotion and organisation of the annual conferences, seminars and other events, as well as the identification and roll out of additional services to Members in all States. Additionally, the promotion of the benefits of joining the Association to potential members in both the individual and corporate categories is considered a priority role.

Undertaking these duties will require personal interaction with Members and potential members, frequent travel and will require well developed planning and time management skills. The Technical Operations Officer will need to deputise for the COO when the COO is on leave or absent.

## **ORGANISATIONAL RELATIONSHIPS**

The Technical Operations Officer reports directly to the COO.





## KEY RESPONSIBILITIES AND ACCOUNTABILITIES

### 1. **Mission, Policy and Planning**

- a) Assist the MD, Board and Committee to determine WIOA's values, mission, vision, short- and long-term goals.
- b) Assist with the strategic planning process and assist with translating the mission into realistic action.
- c) Make recommendations to WIOA staff on significant strategic initiatives and assist in the ongoing development, implementation and achievement of the strategic plan.
- d) Keep informed about developments in the water industry, not-for-profit management and governance and keep WIOA staff fully informed of any relevant aspects.
- e) Identify the risks, trends, issues, problems and activities in order to facilitate policy-making and recommend policy positions.
- f) Assist with the preparation of Annual and other reports and assist in the development of annual operational and capital budgets for inclusion in the Business Plan.

### 2. **Administration and Management**

- a) Become fully versed in the day-to-day aspects of the operation of WIOA and our office.
- b) Participate in the day-to-day operations of the organisation, contribute to the delivery of member services, and assure a smoothly functioning, efficient organisation.
- c) Assure organisational stability and program quality through development and implementation of policies and procedures, standards and controls, and assisting with their regular evaluation.
- d) Develop and implement systems to ensure that workloads are handled in an appropriate and efficient manner.
- e) Identify problems and opportunities and address them, bringing those which are appropriate to the attention of WIOA staff.
- f) Provide appropriate reports in a timely manner, maintaining open communications and manage the Association's due diligence process to assure timely attention to core issues.
- g) Assist with the development and implementation of WIOA's personnel policies and procedures to ensure the organisation fully conforms to current legislation and regulation.
- h) Contribute to a work environment and organisational culture that is safety focussed and attracts, retains and supports high calibre and appropriately qualified staff and volunteers.
- i) Contribute to building morale amongst staff, volunteers and the water community by inspiring, motivating and empowering through a strong team ethos.
- j) Encourage staff and volunteer development and education, and suggest relevant professional development and training opportunities.



### **3. Technical**

- a) Assist with organisation and management of the technical components of existing and new Member services and events including, but not limited to:
  - Printed material; Words email news, WaterWorks Journal, Operator newsletter
  - Resource materials including the Practical Guide series
  - Technical programs in the annual State based conferences
  - Technical Seminars including identification and development of topics for new seminars
  - State based Interest Days including assisting the various State based WIOA Advisory Committees
  - Weekend seminar
  - Website content development and maintenance
- b) Assist with the development and implementation of WIOA's Operator Certification Scheme and Continuing Professional Development processes.
- c) Assist with WIOA's industry advocacy role through the preparation of reports, position papers or submissions to Local, State or federal governments relating to "water industry operational issues" which may have an impact on WIOA or our Members.
- d) Identify opportunities for WIOA to be actively involved in projects, committees or working groups on water related operational issues.
- e) Determine opportunities and assist with the development of proposals and bids for the management or coordination of suitable State and Federal government grants and programs.
- f) Develop and maintain a working knowledge of significant developments and trends in the water industry.

### **4. Member Services & Events**

- a) Take an active role in assisting to determine the needs and requirements of Members and the development and provision of services and events to meet the identified needs.
- b) Work with WIOA staff and Advisory Committee Chairs to get the best thinking and involvement to further expand the range and scope of WIOA services on offer in each State.
- c) Assist other WIOA staff and volunteers in the organisation and delivery of various conferences and events.
- d) Identify opportunities which will make it more attractive for all members, potential members and stakeholders to increase their level of engagement with WIOA.
- e) Develop and implement initiatives to encourage members to actively promote WIOA within the water and allied industries.
- f) Develop and maintain positive working relationships with internal and external stakeholders and actively seek the establishment and maintenance of productive working relationships with members, relevant government departments, private and not for profit organisations and agencies.
- g) Undertake market research and determine the value, suitability and relevance of WIOA's services by comparison with other similar providers.



## **Statutory Accountabilities**

- Associations Incorporation Act.
- Occupational Health and Safety Act, regulations and codes of practice.
- Equal Opportunity Act.
- Privacy Act.
- Freedom of Information Act.
- Water Act, regulations and codes of practice.
- Environment Protection Act, regulations, policies and codes of practice.
- Health Act and regulations.

## **Other Expectations**

- a) Accomplish objectives and priorities set by the COO, reporting progress and concerns in a transparent and timely manner.
- b) Participate in a performance review process on an annual basis.
- c) Commitment to continuous innovation and improvement.
- d) Commitment to personal and professional development.
- e) Keep the WIOA staff, Board and Committee informed of any developments with a material impact on WIOA's performance.
- f) Ensure that WIOA meets agreed standards for social, ethical and environmental practices.
- g) Assist to ensure that WIOA remains financially viable.
- h) Perform other duties which may be incidental or peripheral to the main duties of the position.

## **Challenges and Performance**

### **Challenges**

- Promote the benefits of membership and assist to grow Member numbers on a national basis.
- Increase the level of Member engagement with the Association.
- Undertake the duties of the position in a financially responsible manner.
- Assist with the development and implementation of the strategic plan and meet the determined outcomes.
- Assist to develop, promote and deliver a financially viable seminars, conferences and events in each State.
- Assist to develop and maintain a sound support structure and network of assistance in each State.

### **Key Results**

- Key technical performance targets are met.
- Key people performance targets are met.
- Key business operations development and performance targets are met.
- Key Member satisfaction targets are met.

## **Qualifications**

Appropriate qualifications or significant operational experience for a senior technical position.



## **KEY SELECTION CRITERIA**

### **Essential Knowledge, Skills and Attributes**

The essential knowledge, skills, and attributes of the appointee include proven:

- Strongly developed and proven understanding of technical issues in a water industry operational context;
- High level verbal and written communication skills which are adaptable for a range of audiences;
- Well-developed conflict resolution and decision making skills;
- Capacity to develop appropriate and constructive relationships both internally and externally;
- High level of motivation to deliver services and programs for the betterment of members and all water industry operational employees;
- Effective leadership skills to inspire and motivate teamwork to achieve shared goals.
- Capacity to work independently or as part of a cohesive team in order to meet individual or team objectives;
- Experience in managing a range of simultaneous projects, operational budgets, company assets, resources and systems in line with organisational objectives;
- Capacity to contribute effectively to the organisation's strategic planning process;
- Ability to maintain a flexible work schedule whilst managing work/life demands and manage competing demands within limited timeframes.

## **CONDITIONS OF EMPLOYMENT**

As employment of the Technical Operations Officer will be under an individually negotiated workplace agreement, a separate document outlining the specific details and Conditions of Employment will be finalised prior to confirmation of appointment.

The scope of the Conditions of Employment can be viewed at:

[www.wioa.org.au/positions/wioa\\_technical\\_operations\\_officer.htm](http://www.wioa.org.au/positions/wioa_technical_operations_officer.htm)