



Position:	Senior Operator, Treatment		Reports to:	Operator In Charge	
Function: Service Delivery	People Leader (Y/N): N		OpEX: \$NA	CapEX: \$NA	
Section: Wastewater & Reuse	Team size / Direct Reports: NA				
Team: Northern Recycled Water Operations	Leadership Level: Individual Contributor				
Classification: AT3	SOCI critical role (Y/N): Y		Required for one of the following Availability Allowances: EM / GA / BC (remove those not applicable)		
Last Reviewed Date: August 2025	Approved By: Rod Curtis				
Our Context					
At Greater Western Water, we proudly serve one of Australia's fastest growing and most culturally diverse regions, delivering trusted water services to our communities and future generations. We are guided by our vision— Thriving people and Country and our Culture Ambition— We are greater together so everybody can thrive . Our workforce is passionate, inclusive, and committed to delivering excellent outcomes for customer, community, and Country.					
Role Purpose					
As the Senior Operator, you are responsible for scheduling, co-ordination and delivery of daily activities that ensure the effective and efficient operation of water system assets to ensure reliable, safe and uninterrupted services to customers.					
<p>The Senior Operator supports the team and leads key processes and activities to ensure that:</p> <ul style="list-style-type: none"> • All physical assets in the wastewater and reuse system are operated to ensure customers receive water services that are safe, reliable, and affordable. • Identifies and delivers improvements to ensure operational practices are optimised to increase efficiency and reduce operational risk. • Operational assets are integrated, optimised, treated water quality objectives are met and proactively identify and respond to issues. <p>You are to ensure site activities are carried out in a way that leads to safe operations and improves the way we work within the framework of our health, safety, environment and quality (compliance) management systems.</p>					

Role Accountabilities

Asset Operations

- Work independently to schedule and coordinate partners and team members to deliver day-to-day operational processes as per established operational frameworks, procedures and processes to ensure compliance and asset performance that meets our customer commitments.
- Maintain, verify and develop improved internal processes and quality standards for operations and captures data in relevant systems as required
- Monitor operational performance through a range of tools including SCADA, IoT and CCTV to identify faults and trends in performance.
- Think critically to independently troubleshoot issues and coordinate solutions to most faults or trends. Escalate highly complex issues
- Review and co-ordinate operational tasks to optimise asset performance, support sample collection programs and testing of water, wastewater and byproducts as needed.
- Review daily maintenance work orders/requests, work instructions and operational checklists. Complete daily co-ordination and scheduling of site activity plans. Schedule resources to meet operational 24/7 requirements(i.e. optimising resource allocation and planning, including contractor management)
- Implement critical operational programs (eg. chemical deliveries, pest control and safety inspections)
- Apply dynamic situational awareness for ongoing risk identification, control effectiveness and conduct emergency preparedness plans / contingency plans and handle emergency callouts promptly including A/H roster availability
- Plan and co-ordinate operational resources to complete complex outages, systems changes, complaint investigations and upgrades to operational assets
- Be willing and able to work across operational sites to support delivery of Maintenance and Capital Works programs, mentor/share knowledge with operators, maintenance staff and project managers

Safety

- Actively contribute to Greater Western Water's 2030 vision of Thriving People and Country through proactive Health, Safety, Environment and Quality (HSEQ) promotion, engagement and leadership
- Provide safety leadership and on ground support to maintain own, team member and contractor physical and psychological wellbeing and safety
- Review, conduct and improve site inductions, isolations, contractor activities and permits to work as applicable.
- Plan work so that it can be delivered in a safe manner including working in line with business safety procedures and completing safety risk assessments

Stakeholder and community engagement

- Influence internal and external stakeholders to ensure operational risks and constraints are understood across the business.
- Provide information in an easy-to-understand manner and support to customers in relation to the provision of our services, their obligations and business policy (eg complex customer complaints, compliance with Customer Site Management Plans for recycled water)
- Work closely with the business to enable the delivery of Asset Management and Network Master Plans where operational input is required

Leadership and continuous improvement

- Lead for key processes and/or complex improvement initiatives for the team (eg outage program, calibration program, improvement program)



- Recommend process improvements and contribute to the prioritisation process for team improvements
- Assist team members to understand the impact of changes and ensure they are fit-for-purpose for the team
- Supervise and provide technical mentoring to junior staff

Outcomes

Safe and efficient planning & operation of assets

- Operational activities and resources are effectively planned and delivered
- Site-level scheduling and coordination of daily and 24/7 operational tasks are completed efficiently, with resource allocation (including contractors) optimised to meet operational objectives, licence compliance, and service levels across treatment and recycled water assets.
- Operate assets within established procedures and processes to ensure compliance and asset performance that meets our customer commitments.
- Asset and process performance is proactively monitored and improved.
- Internal processes, work instructions, and quality standards are maintained and reviewed. Opportunities for improvement are identified and implemented, contributing to early intervention, improved workflows, and regulatory reporting accuracy (KPI and licence compliance, sampling programs, and site visits).

Operational risks mitigations are demonstrably maintained

- Operational risks are proactively managed, with early identification and resolution of network issues, effective execution of work plans, and timely collection and reporting of data to meet all regulatory and corporate performance obligations.
- Maintains strong relationships across the business, particularly with key stakeholders.
- Maintains and improves operational processes and standards to improve asset efficiency and reduce risk (ie safety, quality, environment, service levels)

Leading Health, Safety, Environment and Quality

- Safety leadership and compliance responsibilities are consistently demonstrated
- Participating in and contributing to creating a culture to support safe and healthy work and reduce harm to country.
- Field-based safety leadership is evident through dynamic situational awareness, ownership of risk controls, and coordination of emergency responses and preparedness activities. Permit systems, isolations, chemical handling, and site inductions are effectively managed to uphold HSEQ and cultural heritage standards.
- Speaking up and maintaining open and safe environments for colleagues to challenge the HSEQ status quo.
- Ensuring appropriate risk management and continuous improvement processes are applied.
- Complying to or exceeding all legislative and other obligations.
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- Complying to or exceeding all legislative and other obligations.

Qualifications, Skills and Experience

Essential Skills and Experience

- Demonstrated experience and capabilities to supervise operators in a treatment plant environment.
- Knowledge and application of Systems such as Integrated Management Systems, Water Quality Systems, Asset Management Systems, and HACCP to support daily activities and demonstrate compliance.
- Digital literacy with knowledge and experience with proficient skills in using and reviewing SCADA systems, range of software programs, operational technology, using Microsoft office suite, field instruments, alarms and programmable logic controllers (PLCs)
- Experience and capability to review and co-ordinate recorded data, downloading instruments and data loggers
- Sound knowledge and understanding of hazards to water/wastewater/networks and quality, risk management systems and associated controls within a treatment plant environment
- Actively contribute to trying different approaches and taking responsibility for improvement actions.
- Sound understanding of safety in operations, dynamic situational awareness and mitigate/eliminate risks and hazards by moving up the hierarchy of controls
- Ability to assess and determine restricted and confined space entry requirements
- Sound communication skills and safety awareness with an ability to mentor and work in a team environment and communicate clearly with a range of people
- Ability to teach others about safe operation of a range of tools, instruments, equipment and small plant to operate the treatment assets

Other Requirements and Conditions

- Travel and rostering will be required, and this will require driving for extended periods and being available for afterhours duty roster
- Ability to maintain fitness for site based manual handling activities and capacity to drive for extended periods and getting into and out of cars and traverse operational sites
- Ability to maintain fitness for work (zero drug and alcohol). Physical fitness and co-ordination skills for manual tasks completed

Essential Qualifications

- Certificate III in Water Treatment or Wastewater Treatment Operations or equivalent experience

Desirable Skills and Experience:

- Develop capability to move into more complex operational activities, with motivation to proactively participate in career development for technical and leadership capability of self and mentoring team members.

Desirable Qualifications:

- CPR, First Aid, Confined Space Entry, Work Safely at Heights



Required Permits/Licences: <ul style="list-style-type: none"> • Current drivers licence 	
Relationships and Stakeholders	
Internal	<ul style="list-style-type: none"> • Service Delivery, Maintenance teams, Growth and Infrastructure, Project Managers
External	<ul style="list-style-type: none"> • Customers, EPA, Contractors, Service Providers and consultant
Culture in Action: <i>Shared expectations, regardless of role or level.</i>	
Pride and Strong Commitment	We value: Taking ownership, delivering excellence, and fostering a strong sense of purpose.
Sustainability and Innovation	We value: Thinking long-term, driving innovation, and optimising resources for a better future.
Care and Safety	We value: Fostering a supportive environment and ensuring safe practices.
Competency Framework: <i>The behaviours and skills which will help you thrive</i>	Relevant Links
Communicate with Influence	GWW Competency Framework descriptors Core Competency Framework - Overview and Detailed Descriptors
Foster Safety & Inclusion	
Take Accountability	
Change & Adapt	
Innovate & Improve	