



Water Quality Process Officer

Position Description

Position Title	Water Quality Process Officer
Position Number	5403
Group	Service Delivery
Division	Water Treatment
Classification/Band	Band B (Professional Services)
Location	Horsham

Position Summary

Reports to	Program Lead – Water Quality Management
Supervises	N/A
Internal Relationships	- Water Treatment - Regional Operations - Network Systems & Planning - Asset Performance - Water Service Operators - All functional business groups
External Relationships	- Department of Health - Testing Laboratories - Customers and general public - Contractors and suppliers - MOU Partners

The Water Quality Process Officer assists in the delivery of the Corporation's Water Quality Management System (WQMS) which is the framework by which water is supplied to customers which is fit for purpose. This includes assessment of water treatment process performance, control system verification, overseeing the water

sampling and testing programs, water quality data management, assessment and interpretation of water quality data, reporting (internal and external) and development of management plans and operational procedures.

All staff are required to comply with the quality, safety and environmental standards set out in the Corporate Management System.

Staff must ensure that all data is kept secure as per the Information and Communications Technologies (ICT) Security Policy.

Key Responsibilities and Duties

- Assists in the development, implementation and ongoing operation of GWMWater's water quality management system including risk assessments, document review, internal auditing and reporting.
- Critically review water quality control systems from catchment to tap by interrogating data from sources such as SCADA, internal databases, lab and operational reports to improve system performance.
- Recommend an optimisation program for water quality management and water treatment processes that will help deliver efficiency, compliance and water quality improvements.
- Drive improvements in Critical Control Point performance by recommending areas for Water Treatment to minimise false alarms and reduce real alarms.
- Ensure water sampling, testing and reporting activities are in accordance with the management system, policies and procedures.
- Undertake management and analysis of monitoring data against compliance requirements and report upon any trends from catchment to tap.
- Respond to customer enquiries.
- Administer the Water Information System to ensure the integrity of water quality data.
- Ensure that water quality non-compliance issues are responded to in accordance with management system and regulatory requirements.
- Assist in water quality event management through interrogation of water quality data, provision of water quality advice and administering water quality sampling.
- Conduct and report on catchment to tap drinking water internal audits and assist in external audits.
- Prepare water quality reports for internal and regulatory compliance reporting.
- Liaise with external stakeholder such as MOU partners, Department of Health and councils to assist in the delivery of water quality objectives.
- Develop and implement automated reporting systems to reduce administrative requirements.
- Identify and assist in the solution to any communication and workflow problems observed.
- Work within the guidelines of the Strategic Directions and promote the organisational values.
- Undertake other duties and functions as directed, commensurate with current level of skills and classification.

Key Selection Criteria

Essential:

- An approved tertiary qualification in engineering or science or related disciplines.
- Proven ability to communicate clearly and confidently with staff, external organisations and customers.
- Written communication skills.
- Presentation skills.
- Organising and planning skills.
- Change management skills.
- Demonstrated ability to prioritise tasks, develop procedures and systems for tracking progress, identify barriers and find effective ways to deal with them.
- Demonstrated ability to identify then promote appropriate behavioural change in the workplace.

Desirable:

- An in depth knowledge of water quality legislation.
- Experience working with water treatment plants.
- Experience in managing risk-based processes in the water of food based industries.
- Communicates well with the ability to see issues from all perspectives.

Attributes:

- An eye for detail and ability to identify gaps in information.
- Empathy and cultural awareness.
- Flexibility.
- Resilience – perseveres to achieve goals.
- A 'self starter', proactive, and takes responsibility for own actions.

Qualifications, Certificates, Licences and Registrations:

- Current eligible motor vehicle licence to drive in Australia.

Authorisation and Approval

Prepared on	March 2026
Prepared by	Suzy McDonald
Reviewed by	Andy Clark
Approved by	Michael Schneider