

Position Title:	Operator
Position Number:	30048, 30050, 30080, 30049, 30046
Team:	Treatment Services
Division:	Commercial Services
Reporting To:	Service Delivery Lead
Direct Reports:	Nil
Industrial Instruments:	Queensland Local Government Industry (Stream B) Award - State 2017 & Cassowary Coast Regional Council Certified Agreement 2023
Level:	7 – 9 (Progression through levels will be consistent with competency assessment of relevant experience and qualifications – Attachment A)

THE ROLE

The Operator (Treatment Services) will work collaboratively with the Water and Wastewater Team and under the direction of the Service Delivery Lead to ensure the safe, efficient, and compliant operation of Council's water and waste transfer facilities. Regular role rotations may be undertaken at the direction of the Principal Treatment Services to develop operational competencies across all water and waste management schemes and facilities. Ongoing training and development within the role will support the Operator in progressing through the levels of competency. An Operator (Treatment Services) must have successfully completed and hold a Certificate III Qualification in Water Industry Operations (Water and Wastewater).

KEY OUTCOMES

The Operator will play a critical role in supporting Council's commitment to safety, compliance, and service delivery by ensuring:

- Council meets all legislative and regulatory requirements related to water supply and wastewater collection and treatment, ensuring operations are conducted in accordance with relevant standards, guidelines, and permits.
- Water and wastewater treatment services and assets are managed and maintained to meet Council's service standards, ensuring reliability, efficiency, and the ability to meet the needs of the community.
- A strong focus on Workplace Health, Safety and Wellbeing (WHSW) is maintained, ensuring all work is carried out in a safe manner that protects employees, contractors, and the public. The Operator will actively contribute to identifying and mitigating risks, adhering to safe work practices, and fostering a culture of safety excellence.
- Operations are conducted with a commitment to minimising environmental impact, protecting natural resources, and ensuring compliance with environmental regulations. This includes proactive measures to prevent pollution, manage waste responsibly, and support Council's sustainability goals.
- The Operator will actively participate in training and development opportunities to ensure ongoing compliance with WHSW and operational standards, while also contributing to the continuous improvement of processes and practices.



KEY ACCOUNTABILITIES

- Participate in water and wastewater operations to ensure compliance with regulatory requirements for drinking water quality and discharged effluent, as legislated by relevant regulatory bodies.
- Perform testing of drinking water and wastewater, analyse test results, and implement corrective actions to address any deviations from guideline limits.
- Utilise SCADA systems to monitor and manage treatment process inputs and outputs, generate trends, analyse data for system optimisation, and take corrective actions as necessary.
- Complete daily digital data and reporting logs accurately and promptly escalate unresolved discrepancies to the immediate Supervisor.
- Maintain accurate and comprehensive records of all operational activities conducted on behalf of Council, ensuring adherence to Council's Information and Record-keeping policies.
- Ensure operational procedures comply with risk and quality management standards and apply continuous improvement methodologies to enhance processes.
- Perform administrative tasks related to procurement, including creating and managing purchase orders and processing invoices in line with Council procedures.
- Contribute to teamwork programs and initiatives to achieve organisational goals and objectives.
- Provide input into the development, implementation, and review of maintenance management systems for water and wastewater treatment assets.
- Assist in the training and mentoring of new and assigned team members to build team capability and ensure knowledge transfer.
- Monitor and maintain accurate records of maintenance activities as outlined in operations and maintenance manuals.
- Offer technical advice and support to Water and Wastewater operations team members and the Principal Treatment Services, as required.
- Ensure water and wastewater treatment precincts are maintained in a clean, hygienic, and orderly condition, in compliance with Council and WHSW standards.
- Support the Principal Treatment Services in the preparation of budgets, providing relevant data and insights as needed.
- Prepare reports on team activities for the Principal Treatment Services and provide immediate updates on emergent issues or incidents.
- Assist with minor mechanical servicing, repairs, and maintenance tasks to support operational efficiency.
- Adhere to all Council policies, procedures, and the Code of Conduct for Council Team Members, ensuring professional and ethical behaviour at all times.
- Undertake other duties, projects, or tasks as directed by the Service Delivery Lead, provided they fall within the scope of the position and align with the incumbent's skills, competence, and training.

ON-CALL ARRANGEMENTS

This position will be required to work on a rotational after-hours on-call roster. The on-call roster will cover after-hours and emergency work related to Council's Water and Wastewater Treatment facilities, including weekends. As part of the on-call rotation for Wastewater, attendance at a Wastewater Treatment Plant will also be required for four (4) hours on Saturdays.



BEHAVIOURAL COMPETENCIES

- Demonstrates and promotes behaviours that align with Council's Values (Grow Our Own, Be Courageous, Accountable to our Community, Make it Better, and Work Smarter) and adheres to the Code of Conduct for Council Team Members in all interactions with internal and external stakeholders.
- Takes responsibility and ownership for compliance with Work Health and Safety (WHS), Environmental Protection, Equal Employment Opportunity (EEO), Anti-Discrimination, Recordkeeping, Risk Management, and Privacy obligations.
- Exemplifies professionalism and ethical conduct in all aspects of work.
- Motivates and fosters individual and team commitment to achieving high performance and meeting team objectives.
- Proactively identifies opportunities, takes initiative, and drives continuous improvement and the successful implementation of change.
- Adapts readily and responds positively to change and evolving priorities.
- Demonstrates a commitment to ongoing personal and professional growth and development.

SELECTION CRITERIA

Essential:

- Certification III in Water Industry Operations
- Experience in Water or Wastewater Treatment
- Experience with PLC and SCADA systems for the monitoring and operation of treatment plants
- Intermediate to comprehensive knowledge of plant in the Water and Wastewater industry
- Physical ability to undertake duties in tropical conditions
- Confirmed immunity from Hepatitis A & B and Tetanus
- Intermediate to comprehensive knowledge of legislative WHSW requirements and risk assessment processes
- Good literacy and numeracy skills
- Computer knowledge and use of digital programs
- Ability to demonstrate behavioural competencies
- Current Queensland "C" class drivers licence

Desirable:

- First aid certificate
- Current ACDC (poison operator licence) certificate
- Confined space entry certification
- Work at heights

SUBJECT	Competency Agreement (Level 7 - 9)
REVIEW DATE	October 2025

1. Purpose

The purpose of this Competency Agreement is to establish a structured framework for the employment, skill development, and pay level progression of team members working in the Water (WTP) and Wastewater Treatment Plants (WWTP). This Agreement aims to ensure the effective operation and maintenance of these facilities by fostering a skilled, competent, and motivated workforce.

By aligning employment conditions with the provisions of the *Queensland Local Government Industry (Stream B) Award 2017 (Operational Services)* and the *Cassowary Coast Regional Council Certified Agreement 2023*, this Agreement seeks to promote Council's 'Grow our Own' value through operational excellence, team member development and retention of talent.

2. Scope

This Agreement applies to all employees of the Cassowary Coast Regional Council (Council) who are engaged in roles directly related to the operation and maintenance of the Water and Wastewater Treatment Plants at the outlined locations. The Agreement encompasses:

- Competency and skill development programs specific to the operation of WTP and WWTPs.
- A structured pathway for pay level progression based on demonstrated competency and performance in accordance with Award provisions.

3. Work Locations & Treatment Plants

The following work locations and treatment plants have been designated to support the operations of Water and Wastewater Treatment Operators. These locations facilitate the rotation of team members across Council's Water and Wastewater Treatment Plant sites, ensuring skill development, operational efficiency, and business continuity.

Assignment to different work locations or plants will be determined by management in consultation with the team member based on operational requirements, staffing levels, and the demonstrated competence. This approach ensures flexibility in meeting organisational needs while supporting the professional growth of team members.

a) Water Treatment Plant

- Innisfail

b) Water Supply Schemes

- Tully
- Cardwell
- Nyleta

c) Wastewater Treatment Plants

- Innisfail
- Tully
- Cardwell

This structure allows for the effective allocation of resources and the development of a multi-skilled workforce capable of supporting operations across all treatment sites.

4. Application

This Agreement is provided upon commencement and binding to all employees of Council working in the Water and Wastewater Treatment Plants in Innisfail, Tully, and Cardwell.

Key provisions include:

a) Employment Conditions

- Team members shall be employed in accordance with the terms and conditions set out in:
 - The *Queensland Local Government Industry (Stream B) Award 2017 (Operational Services)*, which governs operational services roles.
 - The *Cassowary Coast Regional Council Certified Agreement 2023*, which provides additional employment terms specific to the Council.

b) Competency Development

- Team members will participate in ongoing training and development programs to enhance their skills and competencies in WTP and WWTP operations.
- Training will focus on maintaining high standards of safety, efficiency, and environmental compliance.

c) Pay Level Progression

Pay progression will be linked to the attainment of specific competencies and performance benchmarks, as outlined in the *Queensland Local Government Industry (Stream B) Award 2017*. This ensures that team members are rewarded for their professional growth and contributions to the efficient operation of the WTP and WWTPs.

d) Position Descriptions

Position descriptions will serve as the primary reference for classifying roles and determining progression. Council will ensure that each team member is provided with a position description that clearly and accurately outlines the following:

- **Job Requirements:** The specific duties and responsibilities of the role.
- **Competencies and Qualifications:** The skills, knowledge, experience, qualifications, and/or training required for the position.
- **Responsibility Level:** The scope of responsibilities associated with the role.
- **Organisational Relationships:** The reporting structure and relationships within the organisation.
- **Accountability and Authority:** The extent of decision-making authority and accountability associated with the position.

e) Operational Excellence



The Agreement supports the Council's objective of operating the WTP and WWTPs in the most cost-effective and efficient manner. Retaining skilled and competent team members is a priority to ensure the continued delivery of high-quality water and wastewater services to the community.

5. Competency and Progression

Council is committed to supporting team members in achieving the competencies required for progression. This includes providing access to training, mentoring, and development opportunities to ensure team members can meet the expectations of their roles and advance within the classification structure.

The progression pathway is designed to support team members in their professional development while ensuring the effective operation of the Water and Wastewater Treatment Plants and applies to the following classifications under the *Queensland Local Government Industry (Stream B) Award 2017 (Operational Services)*.

Progression through the pay levels will be contingent upon the following criteria:

- Progression will be determined through a formal performance assessment conducted by the Service Delivery Lead Treatment and/or Principal Treatment Services.
- The assessment will evaluate the team member's achievement of defined experience, skills, and competencies gained over time.
- Team members must demonstrate their ability to meet the acceptable standards of performance as assessed by the Service Delivery Lead Treatment and/or Principal Treatment Services.
- Each position will be evaluated and classified in accordance with the definitions and criteria outlined in the Queensland Local Government Industry (Stream B) Award 2017 (Operational Services).

5.1 Operator – Level 7 (Certificate III in Water Industry Operations)

Upon completion of the Certificate III in Water Industry Operations, the Assistant Operator will progress to a Level 7 Operator.

At this level, the operator is expected to exercise precision and advanced skills in areas involving specialised processes or technologies. This includes the detection and rectification of complex issues that require detailed knowledge beyond the trade or equivalent level in a specialised area.

The role will have a primary focus on water and wastewater operations and skill application. The Operator may be required to perform duties at any of Council's treatment plants, as directed by the Service Delivery Lead – Treatment and/or the Principal Treatment Services. This flexibility supports the development of skills across additional processes and facilities, enhancing operational capacity and contributing to business continuity.

The Operator will participate in a rotational on-call and/or overtime roster to meet operational requirements.

The Operator will be required to exercise a significant degree of discretion and autonomy in organising their work, applying appropriate skills, and determining timeframes for task completion. This work will be performed under supervision from



the Service Delivery Lead – Treatment and/or the Principal Treatment Services, reflecting the operator's advanced competency and independence.

5.2 Operator – Level 8

An Operator will be progressed within six (6) months of completion of the Certificate III in Water Industry Operations to progress to a Level 8 to ensure they demonstrate advanced technical expertise and significant experience in Water or Wastewater treatment plant operations. Progression to this level is consistent with a competency agreement which reflects a combination of formal qualifications, practical experience, and the ability to manage more complex operational responsibilities.

Qualifications and Experience:

- Holds a Certificate III in Water Industry Operations.
- Possesses extensive experience in the operation of Water or Wastewater treatment plants, including advanced knowledge of processes, equipment, and systems.

Operational Responsibilities:

- Participates in a rotational on-call and/or overtime roster to ensure the continuity of operations and responsiveness to system demands.
- Applies precision skills to manage and operate within more complex and substantial areas of work compared to Level 7.
- Demonstrates detailed knowledge of complex equipment and automated processes, acquired through formal study and significant practical experience.
- Identifies and resolves workplace problems with a high degree of independence and technical expertise.
- Exercises extensive discretion in selecting and organising appropriate work processes, resources, and methodologies to achieve operational objectives.

Operates under supervision from the Service Delivery Lead – Treatment and/or the Principal Treatment Services, reflecting the operator's advanced competency and ability to work independently.

5.3 Operator – Level 9

An Operator at Level 9 represents the highest level of technical and operational expertise within the Water or Wastewater treatment field. Progression to this level reflects competency of highly complex systems and processes, as well as the ability to operate with significant authority and autonomy.

Qualifications and Experience:

- Holds a Certificate III in Water Industry Operations.
- Advanced biological treatment plant training i.e. BNR course.
- Operates major installations involving highly complex equipment and automated processes.
- Holds extensive authority to determine and implement appropriate procedures and corrective measures without requiring reference to senior officers.

Operational Responsibilities:

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- Demonstrates competency across all treatment plants and water schemes within Council, showcasing a broad and deep understanding of diverse systems and processes.

Autonomy and Decision-Making:

- Exercises significant discretion and authority in managing operations, including the ability to independently address and resolve complex issues.
- Develops and implements advanced operational strategies to optimise plant performance and ensure business continuity.

Progression to Level 9 reflects the culmination of extensive experience, advanced qualifications, and the ability to manage and optimise highly complex systems. Operators at this level are recognised as experts in their field, capable of leading operations with minimal oversight and ensuring the highest standards of performance and reliability.