





Aqwest Position Description

Position Title	Process/Network Controller
Position Level	1-6 (Operations)
Business Area	Water Services
Department	Process/Networks
Industrial Instrument	Aqwest Enterprise Agreement 2022
Responsible to	Treatment Supervisor/Networks Supervisor
Supervision of	Nil
Location	Water Services Centre - 2 Hayes Street, Bunbury WA 6230 and various site locations throughout the Bunbury area.

Vision

To be an independent, viable, and competitive water utility in the Western Australian water industry.

Values

 <p>Accountability</p>	 <p>Integrity</p>	 <p>Respect</p>	 <p>Transparency</p>
------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------

Position Overview

To operate, maintain and optimise water supply assets, including providing rapid response to faults and emergencies and to support the achievement of Aqwest's strategic objectives and associated key performance indicators.

Corporate Responsibilities

Workplace Health & Safety	<p>The employee shall take reasonable care:</p> <ul style="list-style-type: none"> a) To ensure his or her own safety and health at work; and b) To avoid adversely affecting the safety and health of any other person through any act or omission at work. <p>The employee shall:</p> <ul style="list-style-type: none"> a) Comply with all Aqwest policies and procedures; and b) Wear and maintain in suitable condition all personal protective clothing and equipment provided by Aqwest.
Code of Conduct	All employees are responsible for adhering to Aqwest's Code of Conduct and the policies and procedures.
Risk Management	Identify and report risks and incidents inherent to duties (or otherwise discovered), utilise risk control measures provided for these risks and suggest improvements in risk control methods.
Records Compliance Statement	Aqwest staff are legally obliged to follow Aqwest's procedures in accordance with Aqwest's Record Keeping Plan and the <i>State Records Act 2000</i> .

Financial Management Compliance	The employee must incur or certify within budget and purchasing authority limits in accordance with Aqwest Policies and Financial Management Procedures. i.e. issuing of orders for various items up to agreed levels in relation to the objectives of the position and the projects for which the position is responsible.
---------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Key Responsibilities

The key responsibilities of this role include, but are not limited to, the following:

- Operate and maintain water supply assets ensuring that work is performed safely, in an environmentally aware manner, and to required quality standards in accordance with relevant legislation, regulations, standards, company policies, systems, processes, and procedures.
- Provide a rapid response to service emergencies and customer reported faults, including participation in an afterhours on-call roster, responding to callouts when required.
- Conduct water quality sampling and analysis in accordance with Aqwest's Water Quality Management Plans and sampling schedules.
- Safely manage dangerous substances (e.g. chemicals) and materials (e.g. asbestos).
- Liaise with customers, contractors, authorities, and the public, in relation to scheduled and unscheduled works including service faults, complaints, and preventative maintenance.
- Undertake maintenance and (minor) construction tasks on water assets.
- Optimise asset performance to enhance service delivery.
- Undertake duties as per delegated authority and responsibility of Aqwest.
- Contribute to the development and review of procedures for enhanced service delivery including active participation through working groups, committees, and project-based initiatives.
- Provide support in other the Water Services teams as and when required.
- Undertake other tasks and activities as directed by line managers.

Other

- Assist with the development, maintenance, and continuous improvement of Aqwest processes, policies and other integrated management system requirements,
- Positively participate in working groups and other initiatives.
- Adhere and comply to workplace health and safety policies, procedures and practices.

The duties contained in this Position Description are to be used as a guide for the position.

Qualifications/Certificates/Licences

- Certificate I to Diploma level in Water Industry Operations or equivalent.
- Ability to hold confined space, working at heights, self-contained breathing apparatus, and chlorine/chemical handling certification.
- C Class Drivers Licence.
- Apply First Aid and CPR.

Selection Criteria

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capability to transfer their knowledge and skills to achieving the outcomes of this position.

Essential

Role Specific

- Knowledge and experience in water industry operations or similar, including operating and maintaining water supply assets.
- Ability to participate in the on-call roster, including responding to afterhours callouts as required.
- Demonstrated experience working under safety, environmental, and quality management systems.
- Demonstrated ability to work as part of a team.
- Competency in the use of small tools, plant, and equipment.
- Demonstrated interpersonal skills including written and verbal communication.
- Demonstrated ability to manage contractors and liaise with suppliers.
- Basic computer skills including ability to review Supervisory Control and Data Acquisition (SCADA) alarms and trends.

Revision History

Version	Date Released	Description of Changes	Author	Authorised By
1	June 2021	New PD template	PCC / BA	GMBS
2	March 2023	New Location, EA and reporting line	PCC	GMWS
3	July 2023	Reporting titles changed	PCC	GMWS
4	November 2025	Location & formatting changes	A/PCC	GMWS