

# position description



**GWMWater**

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*Certified to best practice standards  
ISO 9001 / 14001 and AS/NZS 4801*

**GROUP:** *Strategic Planning & Performance*

**DIVISION:** *Business Development*

**POSITION LOCATION:** *Horsham*

**TITLE:** *Development Services Officer  
(Fixed Term 12 months)*

**CLASSIFICATION:** *Band B (Business Services)*

**POSITION NO:** *4405*

**NAME OF JOB HOLDER:** *Vacant*

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## ORGANISATIONAL CONTEXT

GWMWater has a responsibility to provide, manage, operate and protect water supply and sewerage systems for our community. Serving a region with a population of approximately 72,000 people, our activities cover some 62,000 km<sup>2</sup> which is about 25% of the State of Victoria.

We provide our urban towns with a secure water supply, with most areas supplied drinking (potable) water that meets the specifications of the *Safe Drinking Water Act 2003* and the *Safe Drinking Water Regulations 2015*. In a 'normal season', this involves delivery of around 10 gigalitres of water to approximately 31,000 urban properties in 71 towns.

Our wastewater services operate mainly in our larger towns which involves recycling 100% of water for watering sporting fields, parks and gardens, vineyards and agricultural uses.

We provide domestic and stock water services to 11,000 rural customers. A bulk water supply is also available to our rural customers, typically for intensive agricultural activities such as poultry farms, piggeries and commercial feedlots.

We are responsible for water resource management in our region, which includes surface water, groundwater, river diversions, and the support of key regional catchment and environmental management strategies.

Our groundwater bores supply 15 towns in the south east, south west and west of the supply area. We issue diversion licences from unregulated waterways, licences for farm dams and groundwater extraction licences through delegation from the Minister of Water.

We are also the nominated Resource Manager and Storage Manager on behalf of the Minister for Water and operate and control eight bulk water supply reservoirs which are an integral part of our water supply system. These reservoirs also provide opportunities for recreational activities such as camping, water skiing, swimming and boating.

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## POSITION SUMMARY

The Development Services Officer is responsible for assisting in the processing of town planning and subdivision applications and plans or proposals submitted by developers in accordance with GWMWater policies and procedures and legislative requirements.

The role will also involve the processing of water and wastewater connection applications and the provision of the necessary support required to ensure that the end to end connection process is undertaken efficiently and effectively.

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.

### **This position:**

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<b>Reports to:</b>	Development Services Coordinator
<b>Supervises:</b>	NA
<b>Internal relationships:</b>	<ul style="list-style-type: none"><li>• All functional business groups</li></ul>
<b>External relationships:</b>	<ul style="list-style-type: none"><li>• Customers</li><li>• Developers</li><li>• Contractors including plumbers and Suppliers</li><li>• Local Authorities</li></ul>

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## **KEY RESPONSIBILITIES AND DUTIES**

1. Provide administrative and other general assistance including liaison with operations staff, contractors and customers in relation to connecting to GWMWater services.
2. Provide relevant and accurate information in relation to connecting to all GWMWater water and wastewater services, including asset location, GWMWater costs and details relating to water allowances where required.
3. Assist with the maintenance of technical records including property and reticulation plans and utilising this information to support the connections processes as required
4. Assist with the Consent to Connect process from the point of the initial enquiry to assisting as required to have the final connection works completed.
5. Assist in the preparation of reports and correspondence as required in relation to the connections processes.
6. Facilitate the transfer of connections communications, records, and information between the Regional Office and the Corporate Offices as well as other Regional works depots.
7. Assist with the processing of town planning referrals, subdivision applications, developer plans and proposals, and providing administration support in processing SPEAR applications.
8. Identify and assist in the solution to any communication and workflow problems observed by suggesting improvements and enhancements to existing systems and processes, in accordance with GWMWater procedures.
9. Undertake other duties and functions as directed, commensurate with current level of skills and classification.

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## KEY SELECTION CRITERIA

### Qualifications, Knowledge, Experience and Skills (KS 1, 2, 5, 7)

#### Essential

- Year 11 secondary education or demonstrated experience in a relevant administrative role
- Effective written and verbal communication skills
- Advanced computer skills
- Organising and planning skills
- Demonstrated ability to perform the duties and functions specified; and

#### Desirable

- Knowledge of subdivision and town planning concepts and legislative framework
- Year 12 secondary education and/or relevant qualifications in a related discipline
- Good analytical skills

### Attributes (Personal Qualities) (PQ 6, 10, 11, 17)

- Detail focussed
- Flexibility
- Initiative and accountability
- Teamwork

### Certificates, Licences and Registrations

- Current eligible motor vehicle licence to drive in Australia

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## AUTHORISATION and APPROVAL

**PREPARED ON:** April 2022  
**PREPARED BY:** Steve Briggs  
**REVIEWED BY:** Sally Marshall  
**APPROVED BY:** Craig Turvey