

ENVIRONMENT AND RECYCLING OFFICER – POSITION DESCRIPTION

OUR VALUES & BEHAVIOURS

Proudly United

Value Statements:

We are proudly united as a team, as members of EGW and as members of our community.

We work towards a common goal in a safe, respectful and inclusive workplace.

We celebrate success together.

Enabling Behaviours:

Share information and openly communicate

Understand your role in achieving the common goal and own it

Actively listen and participate

Support and encourage others

Truly Authentic

Value Statements:

We act openly and honestly in everything we do and earn the trust of others by delivering what we promise.

We understand our strengths and our limitations.

We earn respect.

Enabling Behaviours:

Have the courage to do what's right even if it means taking the hard road.

Mean what you say and say what you mean

If you don't know ask!

Passionately Innovative

Value Statements:

In an ever changing world our key to success is innovation and making the most of our resources.

We achieve this by challenging the status quo, collaborating and embracing change.

We value each other's ideas and learn from honest mistakes.

Enabling Behaviours:

Don't be afraid to ask questions and challenge respectfully

Put it on the table

Be curious and have an open mind

Explore opportunities and be willing to accept risk

Embrace change

Openly Accountable

Value Statements:

We take personal responsibility and accountability for our actions and their outcomes.

We have a clear understanding of what is expected of us and act accordingly.

We seek to understand the changing needs of our internal and external customers and respond appropriately.

Enabling Behaviours:

Follow through

Be proactive

Hold self and others accountable, respectfully

Own your actions

Admit mistakes: learn from them & move forward

ABORIGINAL ACKNOWLEDGMENT

We acknowledge and respect the Gunaikurnai, Bidwell and Ngarigo Monero people as the Traditional Custodians of East Gippsland's land and waters. We pay our respects to their Elders both past, present and future leaders.

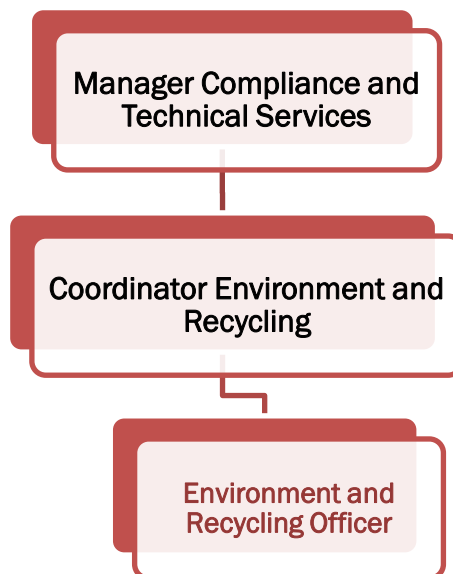
We recognise and respect their unique cultural heritage beliefs, and intrinsic connection to Country, that continues to be important to them today.

We have a strong commitment to building and developing our relationships and partnerships with Aboriginal and Torres Strait islander peoples, communities and organisations in the East Gippsland region and beyond.

POSITION DETAILS

Position Title:	Environment and Recycling Officer	Effective Date:	October 2025
Department:	Service Delivery	Job Location:	Bairnsdale Office
Reports To:	Coordinator Environment and Recycling	Supervises:	Nil
External Contacts:	Regulators (EPA), Catchment Management Authority, East Gippsland Shire Council, Agriculture Victoria, water authorities, VicWater, Licence/Lease Holders, Consultants, Contractors, Customers.		
FTE Classification:	1.0	Position Number:	SC-3-0012
Prepared By:	People, Safety, and & Culture; Manager Compliance and Technical Services	Approved By:	General Manager Service Delivery

ORGANISATIONAL CHART



ABOUT THE ROLE

The primary function is to administer the environmental compliance of East Gippsland Water operations, with support and guidance from the Coordinator Environment and Recycling. This is achieved through the EGW Environment Management System (EMS), utilising in-house risk management systems, site monitoring, internal auditing and incident investigation.

The role also provides support for the administration of EGW's recycled water and biosolids management program. The Officer will also respond to wastewater quality exceedances, and address customer complaints and enquiries relating to water recycling plants and other wastewater-based assets.

WHAT YOU WILL BE DOING

Environment Management	<ul style="list-style-type: none"> • Feed in to Environmental Management System (EMS) via legal and risk register and risk management plans for recycled water and biosolids management. • Use and maintain the Water Information Management System (WIMS) water quality information database. • Assist EGW's compliance with ISO 14001 standard including preparation for the annual audit. • Assist Coordinator with aspects of recycled water quality • Use the CAMMS risk management tool for the relevant management systems. • Assist environment incident response including after hours response
Sampling and analysis	<ul style="list-style-type: none"> • Check recycled water sampling programs to ensure compliance with the Licence Requirements. • Coordinate the sampling and analysis of recycled water for water quality parameters including non-routine, out of scope, and emergency sampling. • Monitor and maintain the Team sampling equipment.
Water & Recycled Water monitoring	<ul style="list-style-type: none"> • Monitor and respond to recycled water quality exceedances, including escalation to the Coordinator and Manager as required. • Monitor and respond to recycled water storage levels and associated risk of waterway release. • Ensure compliance with recycled water guidelines. • Partner with the Treatment Team to respond to algae in accordance with the Algae Risk Management Plan. • Assist with the ongoing development of the WIMS to further support the water treatment, recycled water treatment, reuse, and trade waste teams. This includes training, testing, and administration. • Use the CAMMS risk management tool for management of recycled water.
Biosolids Management	<ul style="list-style-type: none"> • Assist sampling program and reports related to biosolids storage and reuse.
Reporting & Recording	<ul style="list-style-type: none"> • Record recycled water quality results and treatment plant storage water levels, ensuring corrective actions are captured in the relevant management system. • Develop, improve, and implement data management and reporting systems for recycled water treatment and reuse systems. • Assist with auditing and reporting processes. • Assist the Coordinator in reporting to the EPA including Improvement Notices and Permission Information Performance Statements (PIPS). • Assist with drafting of other reports as required.

Customer Service	<ul style="list-style-type: none"> • Adopt a positive service mentality by putting oneself in the customer's shoes, and not taking criticism personally. • Address and resolve customer complaints, issues, or enquiries about water recycled quality in a timely, positive and professional manner.
Initiative	<ul style="list-style-type: none"> • Coordinate designated environmental initiatives, such as managing a review of operational activities and maintenance to maximise constructed wetland performance for recycled water polishing.
Teamwork	<ul style="list-style-type: none"> • Invite quotations and prepare recommendation reports for contracting external services for individual works as required. • Brief the Service Delivery Department on the performance of water and recycled water treatment systems as required. • Conduct other reasonable tasks/minor projects as required by management. • Provide and pass on relevant knowledge and training to team members and other employees as required. • Liaise effectively between the Service Delivery team and other sections of EGW. • Assist with Emergency Management and after hours functions as required. • Use own environmental knowledge to coach and encourage colleagues to develop an environmentally responsible cooperative mindset.
Culture, Values & Behaviours	<ul style="list-style-type: none"> • Remain open, approachable and available for all staff within the team, promoting a positive, optimistic and enthusiastic work culture • Build a supportive and cooperative environment, one that recognises the value of collaboration. • Support a workplace culture that enables diversity, fair and inclusive practices. • Represent and role model EGW Values & Behaviours, including Proudly United, Truly Authentic, Passionately Innovative and Openly Accountable.
Health, Safety & Environment	<ul style="list-style-type: none"> • Communicate, apply, and promote Health, Safety and Environment policies, procedures and safe systems of work. • Contribute to developing a safe working culture through leading by example and acting responsibly for the safety of self and others. • Ensure activities are conducted in accordance with our risk management, environment and health and safety management frameworks. • Ensure sampling activities are performed in a safe manner, which may sometimes involve having a 'buddy sampler' and / or using specialised equipment. • Ensure that appropriate controls are in place to avoid unsafe sampling; Perform sampling site risk assessments.
Records Management	<ul style="list-style-type: none"> • Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at East Gippsland Water in the Corporations Record Management system. • Conduct all customer and employee queries in a sensitive and confidential manner, ensuring the privacy of East Gippsland Water employees and customers.

SKILLS, QUALIFICATION & EXPERIENCE

SPECIALIST SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> • Demonstrated research and analytical skills and ability to prepare reports including use of Excel. • Knowledge of risk management systems such as HACCP, WIMS and EMS, etc. • Knowledge of Victorian Environment regulation framework and Quality Assurance Processes associated with the water and wastewater industry. 	<ul style="list-style-type: none"> • Knowledge of scientific principles related to wastewater treatment, water recycling, , and the design, operation, and maintenance of wastewater systems. • Field sampling and laboratory skills relating to analysis of water and wastewater. • Knowledge of databases and skills in information technology systems, including database and report development. • Knowledge of environmental concepts and current issues affecting the sustainable use of resources, the water cycle, and climate change.

LEADERSHIP SKILLS

Required:
<ul style="list-style-type: none"> • Undertake multiple tasks, prioritise, and meet the needs of internal and external customers. • Manage time, plan and organise work programs and set appropriate priorities. • Work with other sections, consultants, physical resources, budgets and systems to achieve a high level of reliability and efficiency, and develop and maintain a client services mindset. • Analyse performance, data, performance indicators, and prepare reports. • Coach and encourage other team members to increase and develop their knowledge and careers.

INTERPERSONAL SKILLS

Required:
<ul style="list-style-type: none"> • A high level of oral, written communication and comprehension skills. • Demonstrated professional attitude and ability to respond to customer enquiries and complaints. • Demonstrated ability to adapt to different communications styles and individual differences.

QUALIFICATIONS

Required:	Desirable:
<ul style="list-style-type: none"> • Certificate III/IV/Diploma in conservation and land management or equivalent. • Current Driver's Licence. 	<ul style="list-style-type: none"> • Degree/Diploma qualification in relevant scientific, technical, or engineering field with specialisation in water, wastewater or environmental management preferable.

EXPERIENCE

Required:	Desirable:
	<ul style="list-style-type: none"> • At least 3 years' relevant experience in a scientific/ engineering/ operational role relevant to wastewater or water recycling treatment. • Knowledge and skills gained through water industry experience such as sampling, analysis, water quality and environmental management systems would be advantageous.

KEY SELECTION CRITERIA

1. Minimum Certificate or diploma in a relevant field or relevant experience in water industry, environment, scientific, engineering or technical role.
2. Demonstrated knowledge of environmental management systems or relevant risk management systems such as Hazard Analysis and Critical Control Point (HACCP) or equivalent.
3. Time management skills and interpersonal skills with the ability to communicate effectively with customers and individuals at all organisational levels.
4. Demonstrated skills and experience in data management, including use of databases and preparing reports.
5. Problem solving and a pro-active approach to delivering outcomes relating to water treatment, wastewater treatment and reuse.
6. A positive attitude towards personal development including being accountable, innovative, passionate and united to achieve corporate and team objectives.

ADDITIONAL REQUIREMENTS

Employees must be capable of fulfilling the requirements of the position with regard to the inherent activities/hazards and be able to meet any control measures provided in the interests of health and safety. However, reasonable adjustments will be made for persons with disabilities, impairments or cultural considerations unless to do so would impose an unjustifiable hardship, or result in the role not being able to be undertaken in a safe manner.

EGW is committed to an embedding and supporting a culture of inclusion through living our organisational Values and Behaviours, and through the principles identified in the Code of Conduct. EGW also respects an Enterprise Agreement made between the Corporation and its Employees.

All employees are required to uphold East Gippsland Water Code of Conduct and Values and Behaviours at all times. All East Gippsland Water employees are Victorian Public Sector employees and are also required to comply with the VPSC Code of Conduct.

For more information about our career opportunities and our current vacancies, please visit [Careers at East Gippsland Water | East Gippsland Water \(egwater.vic.gov.au\)](https://www.egwater.vic.gov.au/careers).