Product Quality Improvement Engineer

<table>
<thead>
<tr>
<th>Group</th>
<th>Strategy, Systems &amp; Environment</th>
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<tbody>
<tr>
<td>Department</td>
<td>Asset, Systems &amp; Environment</td>
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<tr>
<td>Job Family</td>
<td>Product Quality</td>
</tr>
<tr>
<td>Classification</td>
<td>7</td>
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<tr>
<td>Approved by</td>
<td>Will Buchanan, Asset Systems &amp; Environment Manager</td>
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<tr>
<td>Date</td>
<td>March 2020</td>
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**Position Purpose**

This role will ensure an effective and current system product quality risk management plan is implemented across all product streams including drinking water and recycled water products, with a particular emphasis on assessing and delivering continuous improvement to achieve ‘beyond compliance’. This role will ensure compliance with the Australian Drinking Water Guidelines and Australian Guidelines for Water Recycling and effectively manage the risk management framework to achieve alignment with HACCP (Hazard Analysis Critical Control Point) principles.

**Organisation context**

Recognising the challenges of climate change, population growth, rapid technological advancement and economic transition, we are shifting our mindset from water utility to being a leader of the region’s prosperity.

Our vision for regional prosperity not only encompasses economic, social, and environmental elements, but also recreational and cultural elements, including enhancing Aboriginal values.

**Strategy, Systems & Environment Group**

The purpose of the Strategy, Systems & Environment group is to plan, monitor and deliver quality systems and services to achieve remarkable outcomes for our customers, community and environment.

**Asset Systems & Environment Department**

The purpose of the Asset System Environment department is to provide innovative systems, solutions & services to enable safe, reliable and sustainable water for our customers, community & environment.
Organisational relationships

<table>
<thead>
<tr>
<th>Reports to</th>
<th>Product Quality Lead</th>
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<tbody>
<tr>
<td>Directly supervises</td>
<td>This position does not have any direct reports, however the role will lead and be accountable for delivery of a number of projects and initiatives that require significant stakeholder engagement and coordination within wider business units across Barwon Water.</td>
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Accountabilities

Product Quality Risk Management Plan and Compliance

- Assist with the development and implementation of a whole of system Water Quality Risk Management Plan, with a particular emphasis on continuous improvement, for both drinking water and reclaimed water quality.
- Assist with development, implementation and continuous improvement of:
  - Risk assessments for the water treatment plants and distribution system, Process Control Manuals, ongoing analysis of product quality monitoring program and requirements for product quality guidance for commissioning of assets
  - Product quality supporting programs such as tank cleaning, mains cleaning, backflow prevention, etc.
  - Monitor, interrogate, analyse and report on water quality data
  - Effective systems to enable prompt responses to customer product quality complaints
  - Relevant product quality policies and supply agreements
  - EPA Licence monitoring program to ensure verification of compliance with the EPA licence conditions for Barwon Water’s Water Reclamation Plants (WRP)
- Participate in collaborative industry research projects, programs and networks and stay informed of Australian and global water quality standards

Operational Support

- Provide support to the Operations team to optimise processes and effectively implement Treatment Plant Risk Assessments, Distribution System Risk Assessments and associated Process Control Manuals to ensure effective performance against water quality objectives.
- Develop, implement and continuously improve any supporting programs that meet the requirements of Product Quality risk management plan, considering changing business, regulatory and operational needs
- Provide ongoing analysis of Product Quality monitoring program data to inform business and regulatory KPI’s and risk-based decisions concerning Product Quality operational performance
- Conduct internal audits of the plant operations, process performance, and the distribution system including supporting programs operation and performance

Continuous Improvement Focus

- Enable the business innovation and improvement required for water quality risk management plan by identifying opportunities and coordinating improvement projects
• Identify ways to improve processes through process amendment/re-engineering, and/or improved utilisation of solutions
• Be the key interface between Product Quality and wider business units for the clear identification and scoping of requirements for improvements, new system implementations, system replacements, interfaces and upgrades to ensure an effective and current whole of system water quality risk management plan is implemented
• Implement corrective actions / monitoring of Product Quality non-conformances throughout the system & provide advice/direction to operational teams regarding effective close out of Product Quality issues/non compliances
• Assist in business case development
• Assist in change management and training within Barwon Water where required for the new systems, procedures being implemented
• Continually develop product quality risk management knowledge and skills for the ongoing needs of the role and attend training where required

Stakeholder Management and Relationships
• Establish and foster strong working relationships with both internal and external stakeholders, including regulators
• Provide advice and input to preparation of internal and external communications, Product Quality risk management and Freedom of Information requests.
• Support the development, implementation, maintenance and continuous improvement of processes to quickly understand stakeholders needs and anticipate required support to achieve mutual goals where possible

Budget and Contractor Management
• Assist the Product Quality Lead with management of section capital and operating budget
• Ensure compliance with Barwon Water procurement policies and procedures
• Ensure contractors/suppliers adhere to contractual requirements and ensure effective measures are in place to identify non-conformances in order to manage effective contractor performance

Team Engagement
• Pursue team goals and customer orientation with enthusiasm and in a professional manner
• Work and contribute in a team environment by being an effective team member
• Build collaborative relationships both within the team and other Barwon Water departments to effectively achieve jointly beneficial outcomes
• Commitment to self-awareness, self-reflection and ongoing personal responsibility for continuous learning

Health, Safety & Wellbeing
Barwon Water is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health & Safety
Act 2004 and all regulations, codes of practice and organisation policies and procedures. In addition, employees are expected to:

- Promote and demonstrate Barwon Water’s high standards in relation to health, safety, environment and quality, championing a culture of safety in the workplace.
- Report unsafe work practices, incidents, hazards and near misses, and unacceptable workplace behaviours.

**People Leadership**

Barwon Water will comprise a diverse and accountable organisational culture, enabled through inclusive leadership and aligned to strategy, values and behaviours.

**All employees**

- Promotes and fosters collaborative team and stakeholder relationships based on growth and resilience, integrity, accountability and inclusion, and lives to the Barwon Water value of ‘Leadership’

### Competencies

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<th>Competency</th>
<th>Description</th>
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<tbody>
<tr>
<td>Growth &amp; Resilience</td>
<td>Brings a growth mindset and personal resilience.</td>
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<tr>
<td>Action &amp; Accountability</td>
<td>Drives outcomes with purpose, ambition, accountability and action.</td>
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<tr>
<td>Collaboration</td>
<td>Collaborates effectively across the business, organisational boundaries, with customers and established partners.</td>
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<tr>
<td>Communication</td>
<td>Engages and communicates with clarity, vision, purpose and impact.</td>
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<tr>
<td>Inclusion</td>
<td>Open and accepting of different ideas and experiences, groups and people harness their potential.</td>
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<tr>
<td>Innovation &amp; Continuous Improvement</td>
<td>Actively drives continuous improvement and innovation.</td>
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<td>Managing Ambiguity</td>
<td>Operates effectively, even when things are not certain or the way forward is not clear.</td>
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### Performance level

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<td>Action &amp; Accountability</td>
<td>Product Quality Improvement Engineer provides professional and/or specialist technical services to complete assignments or projects in consultation with other Employees. May work with a team of Employees requiring the review and approval of more complex elements of the work.</td>
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<td>Judgement &amp; Problem Solving</td>
<td>Problems require assessment of a range of options having elements of complexity in reaching decisions and making recommendations. Product Quality Improvement engineer uses precedent available from Barwon Water’s internal sources and</td>
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assistance available from other professional and/or specialist technical Employees in the work area.

**Specialist Knowledge & Skills**

This role requires considerable knowledge and a level of skill in a specific area to resolve issues that have elements of complexity which may not be clearly defined.

**Management Skills**

Product Quality Improvement Engineer may manage projects involving Employees in lower levels and other resources.

**Interpersonal Skills**

Persuasive communication skills are required to participate in specialised discussions to resolve issues, this may include explaining policy to the public and/or others and reconciling different points of view. Skills are required to participate in technical discussions to resolve problems, explain policy and reconcile viewpoints. The incumbent may be expected to write reports in the field of expertise and/or prepare external correspondence.

**Qualifications & Experience**

This role requires thorough working knowledge and experience of all work procedures for the application of skills in the most complex areas of the job. Suitable qualifications may be acquired through:

a) Bachelor Degree in engineering, science or other related discipline

b) extensive relevant work experience.

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**Success profile**

**Qualifications and experience**

- Bachelor Degree in engineering, science or other related discipline and/or extensive water industry experience working within quality management systems
- Practical experience and demonstrated competence in continuous improvement and business transformation initiatives
- Experience in effective communication and some leadership capabilities
- Ability to work autonomously with minimum supervision and make informed decisions in accordance with set standards

**Communication and relationships**

- Excellent written and oral communication skills
- Team engagement / work in and contribute to a team environment
- Experience in engaging with a wide range of stakeholders both internal and external including regulators, agencies and customers
- Ability to work cross-functionally and develop strong relationships with internal and external customers
Knowledge and skills

- Strong knowledge of quality management systems and risk management processes including knowledge of source management, drinking water and recycled water, resource optimisation and implications for Product Quality
- Excellent analytical, problem solving and negotiation skills
- Ability to plan and adapt your working style to manage the various facets of work including planned activities, reactive work and delivery of special projects
- Focus on continuous improvement / look beyond BAU / aim to achieve ‘beyond compliance’
- Commitment to self-awareness, self-reflection and ongoing personal responsibility for continuous learning
- Keep abreast of industry standard / knowledge is kept contemporary
- High level administration and computer skills, data / record management and document control
- Ability to provide effective input to developing and managing budgets

Equal opportunity

Barwon Water offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

Signatures

Komal Dalal  
27/03/2020

People Leader Name (print)  People Leader signature  Date

Employee Name (print)  Employee signature  Date

We understand that life balance is an important part of our employees’ lives. Barwon Water offers a wide range of flexible arrangements to enable you to balance your work with other commitments and activities including family, health, study, carer responsibilities, hobbies and life/career aspirations. We provide various options such as flexible start and finishing times, working part time, job sharing, working from home and paid leave provisions that can be negotiated to help balance your personal commitments with the demands of the role.