GUERNSEY WATER

CONTROL ROOM TECHNICIAN

SALARY POINTS 809 – 811
+ 40% Consolidation Pay

JOB DESCRIPTION

JOB SUMMARY:

The post holder will work as part of a small team participating in a 24 hour rotating shift system responsible for the overall security, operation and management of a complex network of raw water collection and transfer, drinking water treatment and distribution, and wastewater collection and disposal.

The operators are also responsible for providing out of hours customer support, dealing with customer complaints and emergency calls, managing and coordinating call outs and emergency incidents, ensuring lines of communication and procedures are closely adhered to.

All of these elements form a vital part of Guernsey Water's overall performance objectives that are closely monitored to ensure compliance with our Operating and Customer Service standards.

RELATIONSHIPS:

The post holder will report to the Tactical Support Manager / Lead Control Room Technician. They will work closely with the Water Production team, Water Distribution team, Water Quality Scientists, Waste Water Team and Customer Services and will liaise with consultants, contractors and members of the public.

MAIN DUTIES AND RESPONSIBILITIES:

Level 1

- Control and monitor the collection of stream water from within the Island's catchment area, including the control and operation of 13 raw water pumping stations both in

manual and automated mode, and with due regard given to catchment protection, i.e., pollution control and prevention.

- Monitor and manage the levels in 13 storage reservoirs to optimise levels for water treatment.

- To be responsible for the control and operation of three Water Treatment Works located at Juas, St Saviour's and Kings Mills providing cover 24 hours a day, 365 days a year, and working unsupervised outside normal working hours.

- All aspects of the treatment process are heavily reliant on the introduction of chemicals, some of which are hazardous, and operators must be capable of the safe handling, monitoring and control of chemicals used to treat raw water for which training will be given.

- To maintain logs and records relating to the Water Treatment, Distribution and Wastewater processes, customer contacts and Incidents.

- To monitor security on all Guernsey Water sites, where appropriate using CCTV and other alarms to safeguard GW installations, and for initiating appropriate action if security is breached.

Level 2 (in addition to Level 1)

- The post holder will become conversant with all aspects of the treatment process and know how to run the relevant treatment processes both in hand and automatic mode. This operational knowledge will extend to knowing how to start, stop and adjust the plant, and for forecasting daily demands and setting up the plant and equipment to run accordingly in order to maintain continuity of supplies and so as to ensure adequate storage levels are maintained. Operators must be able to deal with emergency situations calmly and collectively and be able to diagnose where faults lie and undertake and/or instigate appropriate action.

- To be conversant with all Health and Safety requirements, in particular, emergency procedures occurring outside normal hours and as such Operators are required to undertaken mandatory Health and Safety training the results of the monitoring processes is critical to ensuring that a safe supply of drinking water is maintained and delivered to customers.

- The control and operation of water utility apparatus is monitored and controlled by the use of the Supervisory Control and Data Acquisition (SCADA) system. This computer based system requires sound IT knowledge and experience and an ability to interpret alarms and large amounts of technical and historic trend analysis data.

- Technicians provide assistance to the maintenance teams engaged in the maintenance and renewal of pumps, motors and membrane cleaning.

- Undertake general light lorry driving duties which will involve the use of a Hi-ab for which training will be given.

- Use of the Agility maintenance software to complete scheduled maintenance tasks.

Level 3 (In addition to Levels 1 and 2)

- Assist with producing operational procedures for all activities within the control room.

- Work with the operational managers to improve efficiency with both Water and Waste water operations.

- Be qualified to NVQ Level 2 Diploma in Operating Process Plant (Surface Water Treatment) or similar.

- Identify and set up maintenance schedules on the Agility maintenance software.

- To identify and recommend changes to improve overall operational reliability, performance and output.

- Monitor the SCADA system for faults and proactively work with the Water production, Waste Water teams and SCADA providers to resolve issues.

The post-holder will be required to undertake training both locally and in the UK in order to achieve the necessary competence.

KEY CRITERIA:

ESSENTIAL

1. Forward thinking with the ability to plan and prioritise heavy workloads under pressure.

2. Ability to respond effectively to an evolving environment and remain calm in challenging situations, whilst encouraging and supporting others to do the same.

3. Strong interpersonal and communication skills, with the ability to establish and maintain professional relationships with a range of stakeholders.

4. Proven ability to communicate effectively with a wide range of people at different levels, and communicate in a clear, concise and professional manner.

5. IT literate and fully conversant with Microsoft Office applications.

6. Willing to train and develop in accordance with Guernsey Water's "Licence to Operate" framework.

7. Willingness to undertake further training.

8. Valid category 'B' Driving Licence.

DESIRABLE

9. Previous experience of working with mechanical and electrical systems.

10. Extensive knowledge of electrical, electronic and mechanical plant and equipment.

11. Working knowledge of Health and Safety Legislation and its application.

12. Knowledge and experience of SCADA software.

KEY COMPETENCIES

LEADERSHIP

- Develop understanding of how own and team's work supports the organisation's priorities and providing services to the community.
- Understand and apply technology to achieve efficient and effective results.
- Speak with the relevant people in order to obtain the most accurate information and get advice when unsure of how to proceed.
- Monitor that all data and information storage adheres to the organisation's data protection and confidentiality policies.

TEAMWORK

- Display enthusiasm around goals and activities – adopting a positive approach when interacting with others.
- Readily identify opportunities to share knowledge, information and learning and make progress by working with colleagues.
- Take ownership of team and individual development by identifying capability needs and consistently achieving development objectives.
- Encourage and be open to developmental feedback from others.

ACCOUNTABILITY

- Recognise when deliverables and / or services derived from a commercial arrangement are not being delivered to the required level of quality or standard and take appropriate action.
- Ensure that recognised control procedures and practices are maintained
- Ensure that customer expectations are managed and that the information provided to them about what can be done is accurate and relevant.
- Check own and team performance against outcomes, make improvement suggestions or take corrective action when problems are identified.