

## POSITION DESCRIPTION

### REF 1384: ENGINEER OPERATIONS – LAUTOKA CS OFFICE

<b>Salary Scale</b>	\$42,000.00 - \$47,250.00 per annum	<b>Position Type</b>	Established
<b>Structure:</b>	<b>Department:</b>	Operations SBU	
	<b>Sub – Section</b>	DMA & Distribution Network Services	
<b>Location:</b>	Lautoka CS Office		

### About Our Organisation

The Water Authority of Fiji is a commercial statutory authority established under the Water Authority of Fiji Act 2007 to make provision for the effective management and administration of the Water and the sewerage systems.

We are responsible for providing access to quality drinking water and wastewater services to over 154,000 residential and non-residential metered customers in the urban areas of Fiji and setting up water supply systems in rural areas.

### Position Objective

The Engineer Water Operations is to work under the Senior Engineer Network and work closely with the Team Leader Water Operations providing operational and technical advice into operational and DMA function in an effort to improve service delivery, operational efficiency and reliability of water supply. This function requires the incumbent to provide technical and strategic advice as well as undertaken effective and efficient planning for key engineering outcomes required for the successful achievement of the goals outline under WAF's Strategic Plan. This position shall report directly to the Senior Engineer Network with indirect reporting to the Manager Regional Operations

### Key Accountabilities

Robust engineering services provided

- Realistic annual Water Operations; OPEX and CAPEX budgets developed in consultation with the Team Leader
  - Water Operations, Supervisors and Technical Officers and Store Officers.
  - Budget expenditure effectively monitored and annual expenditure maintained within annual budget
  - budget variations effectively addressed in consultation with the Finance SBU

- DMA function and long-term objectives effectively analysed, studied and understood.
- Engineering support to ensure that long-term objectives are met, effectively and efficiently provided
  - DMA projects and teams effectively managed ensuring deliverables, schedules, and budgets are monitored and achieved
  - Annual Work Plan for the DMA unit effectively contributed to, monitored and supported through robust engineering advice/work
  - Short/long term maintenance management plans are updated and accessible at all times
  - Achievement of Annual Unaccounted for Water Targets in line with Annual Business Plan and Strategic Plan.
- Standard Operating Procedures for all DMA operations and projects developed, periodically reviewed and refined together with DMA team
- Carry out improvement works in the water operations assets through:
  - Conditional Assessment of the existing assets
  - Implement improvement plans and execute through Request for Quotation (RFQ) or Request for Tender (RFT)
  - Carry out RFQ Evaluation matrix and ensure timely procurement of fittings and materials in the water network repairs and maintenance.
  - Ensure always critical fittings are readily available in stock for Repair & Maintenance.
- Develop, drive and deliver operational improvements to increase efficiency in reactive maintenance reducing duration time and money spent on unplanned repairs, review efficiency of repair techniques, tools, equipment and manpower assignment to maximise efficiency.
- Review complaint data to establish a baseline data relating to time needed, resources required, man power and machine requirements to determine the average time and resources needed for a complaint and associated cost.
- Review complaint scheduling and planning to improve aspects of planning, execution and closure in an effort to reduce the time spent on complaints improve efficiency and planning to minimize time lost on the job.
- Timely and quality engineering planning, design and advice provided to the Team Leaders, Supervisors and Technical Officers
  - ongoing guidance and professional development support provided to the Team Leaders and their direct reports
  - preparation and oversight of construction specifications, plans, and cost estimates for DMA projects effectively delivered
  - engineering surveys, estimates, model's business cases and related scheduling delivered in partnership with Team Leaders

- proposal preparation and technical work scope development appropriately assisted/relevant guidance provided
- Work collaboratively with the Leak Detection Team to target NRW activities, establish and monitor baseline DMA performance prior, during and after NRW activities targeted at DMA or DMA Zone level
- Undertake water system verifications, identify the gaps contributing to increased levels of Non-revenue Water (NRW) and put in place robust leakage detection practices to achieve a minimum of 5% NRW reduction per year and total of 15% NRW reduction in 3 years.
- Review the existing hydraulic constraints on the respective Water Supply Scheme and put in place improvement plans to reduce the existing intermittent supply areas to zero within 3 years' time.
- In consultation and coordination with the Senior Engineer Treatment and Supervisor Water Treatment, ensure that the distribution systems are regularly monitored to ensure quality drinking water is supplied in line with the NWQL guidelines.
- In consultation and coordination with the Team Leader Wastewater Management, ensure that all wastewater operations within the area of operations are fully compliant with environmental requirements, all pump stations are regularly monitored with repairs and maintenance works effectively carried out in compliance with the set resolution guidelines
- DMA Data effectively captured, analysed, interpreted and used to enhance the DMA function's operational efficiency whilst also reducing non-revenue water for WAF
  - Integrity of data and report-content ensured
- Effective assistance provided to the Team Leaders in:
  - educating internal stakeholders about DMA systems, processes and procedures of the Team
  - effective delivery of the organisation's service quality commitments to internal stakeholders and external customers
  - Advice provided to stakeholders on systems, processes and procedures of the Team
- Timely and relevant technical advice provided to the Team Leader Water Operations and Supervisors with respect to the following, ensuring successful delivery:
  - DMA special projects, field studies and investigations the team undertakes
  - assignments & activities and preparation of outputs from the team
  - review and/or development and maintenance of relevant standards
  - identification, assessment and management of risks associated with tasks carried out by the DMA teams
  - formulation of technical reports and project progress reports to management for well-informed discussions and decisions

- continuous 24/7 supply of portable water to consumers ensured
- Effective and timely coordination with relevant internal & external parties to ensure the effective delivery of Water Operations and DMA Unit operations in accordance with internal & external parties requirements and expectations
- Full compliance of all activities with relevant WAF policies and procedures as well as the relevant requirements of the following ensured:
  - Ministry of Employment
  - Ministry of Health
  - Department of Environment
  - OHS requirements etc.
- Tender: actively participated in the tender and evaluation process through effective Chairmanship and / or member of the Evaluation Committee
- Work closely with Regional Senior Engineer Construction in planning, designing and execution of capital works projects identified to improve the operations and water infrastructure under the Water Operations and DMA area of responsibility.

## 2. Timely, relevant and compliant reporting

- Prepare and furnish briefs on operational issues as and when required relating to Intermittent Supply, Hydraulic Restriction and customer complaints in response to referrals received from internal or external stakeholders;
- Provide monthly reporting on the bulk model recording and comparing against historical flow data to identify and report on system anomalies that could contribute to an increase in Non-Revenue Water throughout the system;
- Analyse system behaviour based on NCC and SCADA data to diagnose service delivery issues, or propose possible improvement to operations that will improve the provision of services.
- All internal and external reporting requirements in regards to the outcomes of this role fully understood and correctly executed.
  - Robust and relevant periodic reports prepared and submitted. This includes weekly progress reports on tasks, monthly reports, quarterly reports, technical reports, project proposals etc
  - Outstanding action items followed up and efficiently addressed with updates provided
  - Decision papers/reports to Executive Management and the Board supported with robust recommendations

- Manager Regional Operations provided with useful information combined with analysis and interpretation, for the purpose of decision making.
- Ad-hoc information/reporting requests by superiors addressed in a timely manner

### 3. Knowledge Management

- Develop and update SOP's relating to day to day operations, Valve Operations, Planned Preventative Maintenance Activities, End of Mains Flushing Schedule, etc.
- Develop / update operational business continuity plans to ensure continuity of services following unplanned disruptions
- Develop, maintain and update network schematics for Western Division Water Supply Schemes.
- Effective implementation of Individual System Operations Plan.
- Work collaboratively with the Leak Detection Unit to capture and report on system behaviour on a monthly basis or at other specified time interval updating and reporting flow through a Bulk Model to track system behaviour.

### 4. Human capital management

- Effective oversight, coaching, mentoring of Team Leaders, Supervisors and engineering staff delivered
- Direct reports are highly motivated and productive
- Training needs for staff effectively monitored in partnership with the Team Leaders and Supervisors and appropriately addressed in consultation with the HR Department
- Relevant performance measures established for staff, timely performance appraisals carried out and action items resolved (supporting both strengths and weaknesses) in consultation with the HR Department and other relevant parties
- Effective contribution to the HR Recruitment function for relevant WAF positions ensured. This shall include but not be limited to being a member of relevant recruitment interview panel
- Disciplinary actions carried out in consultation with the HR Department and in full compliance with all relevant laws, legislations and internal requirements

### 5. Teamwork and cooperation

- Cooperation within the team and greater function / department encouraged
- Cooperation across functions / departments ensured
- Collaboration and leadership to achieve relevant organisational targets and goals
- Cooperate and work in collaboration with other Utility Service Provides maintaining mutually beneficial working relationships.

- Other related duties assigned by Manager Regional Operations West, and Senior Engineer Network West effectively and efficiently addressed

6. Organisational Values promoted and demonstrated at all times

- Support toward the alignment of deliverables to organisational values and strategic directions ensured
- Organisational values and good corporate and governance practices are complied with in delivering outcomes ensured

## Position Specification

### Competencies

#### **QUALIFICATION & EXPERIENCE REQUIREMENT**

- Degree in Civil or Mechanical or Electrical or Electronics and/or Water & Waste Water Engineering
- At least 5 years of proven experience in a similar role and experience in managing water & wastewater infrastructure related projects, operations and maintenance works

#### **SKILLS, & ABILITIES**

- Achieve or exceed performance targets by facilitating the work and motivating and guiding the work group.
- Ensure work delegated is completed in an effective and timely manner, accepts accountability.
- Address the wider implications, consequences or causal relationships in a non-routine problem
- Ability to identify, grow, develop and groom talent to succeed in critical roles with Regional DMA Operations. Capturing, documenting and transferring key operational knowledge to junior staffs to enable retention of technical and system knowledge.
- Inspire others/team to achieve their best with timely developmental and constructive feedback, encouragement and guidance.
- Sound understanding of water supply system operations, bulk infrastructure and on water treatment operations;
- Experience with safely operating power tools and equipment with appropriate PPE.
- Understanding Occupational Health and Safety Management Systems (OHSMS) and practices
- Proven knowledge to effectively utilize information technology, including computerized control & monitoring systems (e.g. SCADA), geographical information systems, and engineering plans & drawings in making operational and maintenance decisions.
- Demonstrated understanding of Non-Revenue Water Concepts and the Virtuous Cycle and impact / contribution Reactive Maintenance and Operations plays in reducing Non-Revenue Water Levels
- Knowledge and understanding specific to the water & wastewater reticulation systems will be an advantage.
- Possess a valid full driving license

## WHERE TO SEND YOUR APPLICATION

Typed applications of no more than three (3) pages must include the curriculum vitae in chronological order and the names of 2 referees with certified copies of relevant certificates and separate application for different positions. Briefly state how you meet the knowledge, experience, skills and abilities for the position applied.

**INCOMPLETE & LATE APPLICATIONS WILL NOT BE CONSIDERED. ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.**

Applications should be marked “Confidential REF 1384: Engineer Operations- Lautoka CS Office” and should be received no later than **5pm on 26 April 2024** and could be:

**Mailed to:**

The Manager Human Resources  
Water Authority of Fiji  
PO Box 1272, Suva

**Hand delivered to:**

Human Resources Unit  
Level 3, Manohan Building  
Corner Wainivula & Kings Road

**Emailed to:**

or [hr.recruit@waf.com.fj](mailto:hr.recruit@waf.com.fj)