



Job Description

Job Title:	Pollution Technician (Fixed term until the end of the AMP)
Reports to:	Waste Water Network Manager.
Team:	Waste Water Network.
Location:	North Wales
Band:	4/5

As a credible member of the Waste Water Network Team you will:

Assisting the Waste Water Sewerage Network Manager to manage a substantial operational area to achieve regulatory, Health & Safety, financial, customer and environmental performance.

Liaise and interact with all Environment Agency Officers, collecting and collating information gathered from them regarding where they perceive the pollution risk sites are located.

To keep the EA (at all levels) fully updated on progress of initiatives to reduce the occurrence of pollution incidents.

As a Pollution Technician you will:

- Liaise with the Environmental Agency on actual and potential pollution incidents.
- Provide a point of contact for all pollution related E.A. enquiries.
- Resolve Customer related issues with regards to Pollution incidents, taking ownership and resolving to a satisfactory conclusion.
- Liaise with Asset Strategy, LAM and Capital delivery teams to ensure Network risks are identified and fully understood.
- Maintain a quality management system and achieve a high standard of internal and external audit compliance.
- Ensure all activities are carried out in line with Health and Safety policies and Procedures
- The successful candidate will be required to take part in a Standby rota.
- Assist the Network Manager with external stakeholders to include active management of regulatory relationships eg Environment Agency representatives and the Involvement and participation in various community groups when appropriate. representing the company during incidents with outside agencies such as the

- emergency services, EHO, Local government etc.
- Provision of technical support to service providers and associated field staff.

Principle Accountabilities.

- Actively promote environmental awareness within the business. Seen as an environmental role model in the business.
- Develop close working relationship with local EA Pollution Prevention Officers to identify high risk pollution sites.
- Investigate all Poll faxes received from the EA and draw up suitable responses, actions & timescales.
- Assess /negotiate pollution categorisation incidents with the EA.
- Confirm whether pollution incidents are linked to Dwr Cymru assets.
- Produce monthly reports on all pollution incidents received.
- Ensure all investigations, not exclusive to Pollution incidents, third party associated and customer service investigations are of the highest standard and compliant with their respective audit procedures.
- Capital Maintenance – Identification of investment requirements to improve service and reduce costs supporting the overall DCWW Asset Strategy.
- Monitor and review telemetry alarms. Carry out detailed investigations and make recommendations that reduce alarm activity and improve operational efficiencies.
- Assist The Network Manager with proactively developing further the drainage and catchment groups.
- To carry out any other duties as required meeting the needs of the business.

<u>Experience, Qualifications and Skills</u>	<u>Assessment Method</u>		
	A	I	T
Experience gained through thorough understanding of waste water service delivery and highly competent in terms of working within high performance teams.	X	X	
Knowledge/experience of sewerage network/waste water treatment. Scientific/engineering background working towards HNC or equivalent, but holding a relevant degree would be advantageous	X	X	
Excellent awareness of the current Serviceability and SIMS performance targets and Factors influencing the scoring mechanism.	X	X	
Ideally you will hold or be working towards Health & Safety qualification.	X	X	
Excellent communicator (verbal & written) with strong interpersonal skills with the ability to communicate ideas, targets & solutions to colleagues and service providers.	X	X	
Computer Literate, with experience of Window applications and SAP	x		
Hold current driving licence	X		
The ability to develop positive working relationships and to be seen as a highly credible senior representative of the business is required for this role.	X	X	

Key:

A – Assessed via application form

I – Assessed at interview

T – Assessed using psychometric/ability test

Key Relationships

Internal

- Catchment Operations, H&S, Planning, Asset Strategy & Planning, Finance and Business Improvement teams.
- Day to day liaison with operational staff regarding work management, planning, scheduling and strategy implementation.
- DCWW Contract Partners – Delivery managers where appropriate.

External

- Environment Agency / local authorities
- Emergency Planning & Steering Groups
- MP / AM and local councillors
- CCW
- General Public

<u>Competencies</u>	<u>Assessment Method</u>		
	A	I	T
Achievement Motivation - The drive and energy to produce excellent results and to continually find ways of improving relationships, outputs and processes.	X	X	
Communication skills – The drive and ability to exchange appropriate information with relevant people at the right time. The desire and skills to seek first to understand as well as to be understood. To be as open as confidentiality allows.	X	X	
Corporate Representation - The enthusiasm and ability to lead by example and to project a positive and professional image of DCWW with all contacts and stakeholders at all times.	X	X	
Critical Thinking - The ability to gather, understands, analyse and interpret information & concepts, verbal or numerical, about people or situations, quickly.	X	X	
Environmental & Organisational Awareness - The awareness of economic, environmental, social and political factors, current and changing, likely to affect the job or the organisation. The ability to assess the impact of these factors on the job or the organisation and to overcome challenges and seize opportunities to optimise effectiveness.	X		
Influencing Skills - The ability to make a clear, persuasive presentation of ideas or facts, verbally or in writing; to convince others; to gain agreement or acceptance of proposals or views.	X	X	
Ownership and reliability – The readiness to take responsibility for projects or issues and to be accountable for their timely delivery and quality. The capacity and motivation to fulfil consistently any undertakings made. The habit of never letting people down, or promising what can't be done.	X	X	
Resource / Project Management – The ability to establish an appropriate course of action, either for oneself or for others, and to manage all resources (to include people, budgets, contracts, systems and processes) effectively, in order to achieve an objective.	X	X	
Teamwork – The belief in the value of synergy, the drive and ability to work with others to achieve a common goal in an optimally effective way.	X	X	

If you wish to apply please complete an application form and return it to recruitment@dwrcymru.com by 12 Noon Monday 7th Feb 2011

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