

Water Services Specialist

OUR CULTURE

The **Department for Energy and Mining (DEM)** is committed to being the Most Transformative Energy and Mining Government Department in the World. To achieve this, we have developed four key enablers to high performing behaviour. These enablers underpin everything we do.

- Our culture is diverse, professional, accountable, respectful and committed to safety. We work collaboratively so we all succeed.
- We are committed to demonstrating personal and professional leadership and value being recognised as leaders in our field.
- We deliver the best outcomes for South Australians.
- We listen and engage meaningfully so that our decisions and actions build a successful and sustainable future for all South Australians

We are a White Ribbon Accredited workplace that promotes gender equality and a zero tolerance of violence in the workplace.

DEPARTMENT CONTEXT

The **Department for Energy and Mining (DEM)** supports a strong energy and mining sector powering growth and opportunity for South Australia. We lead the responsible development of the state's mineral and energy resources, expanding knowledge of South Australia's geological and energy potential, driving industrial transformation, attracting investment, delivering major projects critical to the state's economic future, and unlocking opportunities for industry, consumers and communities.

Leading regulation, together with innovative policies and programs underpin industry performance, technical and safety standards, and environmental outcomes, building confidence among industry and community.

Regulation and Compliance deliver effective regulation to support the safe, responsible and sustainable development of South Australia's energy and mineral resources and infrastructure networks. It manages tenure, oversees activities across the project lifecycle, and regulates technical and safety standards - protecting the community and environment.

Office of the Technical Regulator regulates safety and technical standards for electrical, gas and plumbing installations and appliances, as well as electricity, gas, water and sewerage network Infrastructure, ensuring systems are safe, reliable and compliant.

ROLE TITLE	Water Services Specialist		
CLASSIFICATION	ASO8	POSITION NUMBER	P12803
DIVISION	Regulation and Compliance		
BRANCH	Office of the Technical Regulator		
TEAM	Plumbing Regulation		
DESIGNATED POSITION¹	Yes		

ROLE PURPOSE

The **Water Services Specialist** provides specialist technical leadership and regulatory oversight for South Australia's drinking water protection, water services and backflow prevention programs. This role is responsible for leading complex compliance initiatives, providing authoritative technical advice, supporting policy and standards development, and contributing to the protection of public health through the effective regulation of water service installations and cross-connection control systems

REPORTING / WORKING RELATIONSHIP

- Reports to: Manager, OTR Plumbing
- Direct reports: Plumbing Inspector
- Works with: Plumbing Regulation team, plumbing and water industry, other state government departments and regulatory agencies interstate.

KEY OUTCOMES

- Lead and manage specialised water services, backflow prevention and cross-connection control programs, providing technical leadership, direction and support to Plumbing Inspectors and ensuring consistent regulatory outcomes.
- Manage and continuously improve OTR water services and backflow prevention databases, systems and processes to support accurate compliance monitoring, reporting, regulatory decision-making and program performance.
- Plan, coordinate and undertake complex audits, inspections and investigations relating to drinking water services, heated water systems, fire-fighting water services, non-drinking water systems and backflow prevention installations across South Australia.
- Develop, implement and monitor compliance programs, operational plans and performance measures to ensure effective service delivery, regulatory compliance and continuous improvement.
- Provide authoritative technical leadership, advice and mentoring to staff, industry and stakeholders on water services, public health protection, compliance and risk management matters.

¹ See Specific Requirements for applicable screening check requirements

- Contribute to the review and development of policies, technical standards, compliance frameworks and regulatory initiatives relating to drinking water protection, backflow prevention and water services infrastructure.
- Develop and deliver industry education, technical guidance, presentations and information resources to improve awareness and compliance with legislative and technical requirements.
- Prepare and review complex reports, correspondence, prosecution briefs and regulatory submissions, ensuring recommendations are technically sound, evidence-based and capable of withstanding judicial scrutiny.
- Research and evaluate emerging technologies, products, industry practices and regulatory approaches relating to water services, cross-connection control and public health protection and provide recommendations to support regulatory effectiveness, policy development and continuous improvement.

KEY CHALLENGES

- Providing authoritative advice and regulatory direction on complex water services and backflow prevention matters where there may be competing stakeholder interests, limited precedent and significant public health implications.
- Balancing regulatory enforcement, public safety and industry expectations while maintaining a consistent, risk-based approach to compliance and regulatory decision-making.
- Responding to emerging technologies, industry practices and regulatory requirements that require continuous review and improvement of regulatory programs, technical standards and compliance frameworks

SELECTION CRITERIA

- Demonstrated extensive post trade experience in the plumbing industry, including the application and interpretation of the relevant technical standards, legislation and regulatory requirements.
- Knowledge of the *Water Industry Act 2012 and Water Industry Regulations 2012*.
- Knowledge of the National Construction Code Series (NCC), detailed knowledge of the NCC Volume 3 -Plumbing Code of Australia.
- Comprehensive knowledge of Australian Standard AS/NZS 3500 series (Part 1, Water services Part 2, Sanitary plumbing and drainage Part 4 Heated water services)
- Detailed knowledge of Australian Standard AS 2845 (parts 1 – 4, Backflow prevention devices and testing/maintenance requirements)
- AS 2419.1 Fire Hydrant Installations Part1 System design, installation, and commissioning
- Sound computing skills, understanding of computer concepts, data management systems, GIS infrastructure, encumbrance management systems and the use of applications within a Microsoft Windows / MS Office environment.

- Experience providing authoritative advice and specialist regulatory guidance on complex technical compliance and public health matters to government, industry and other stakeholders.
- Experience in planning, managing, conducting, and reporting on safety and technical audits of plumbing Installations.
- Experience in interpreting, maintaining, and disseminating knowledge of a range of relevant plumbing Technical and safety legislation, regulations, standards, policies, and practices.
- Experience in leading complex investigations and regulatory enforcement activities, including preparation and review of prosecution briefings and regulatory documentation capable of withstand judicial scrutiny.
- Demonstrated ability to provide technical leadership, mentor staff and influence stakeholders to achieve consistent regulatory outcomes and continuous improvement.

ESSENTIAL QUALIFICATIONS

- Certificate III Plumbing
- Certificate IV in Plumbing and Services
- Accreditation to conduct mechanical backflow device testing
- Current South Australian plumbing worker registration with conditions “Advanced Plumber, can perform any plumbing work”

DESIRABLE QUALIFICATIONS

- Certificate IV in Plumbing and Services (Hydraulic Services Design)
- Advanced Diploma of Hydraulic Services Design (or equivalent).
- Associate Degree, Advanced Diploma, or Degree in Civil Engineering, Construction Management, Water Engineering or a related field.
- Certificate IV in Government Investigations (or equivalent regulatory investigations qualification) or willingness to obtain.
- Certificate IV in Training and Assessment (TAE40122) or willingness to obtain.
- Professional Regulators Foundation Program (ANZSOG) and/or Professional Regulators Advanced Program (ANZSOG) or willingness to obtain

SPECIFIC REQUIREMENTS

- DEM encourages flexible working arrangements such as working from home, part-time work, job share, compressed weeks and purchased leave. Arrangements are negotiated with the appropriate manager.
- The incumbent will embrace diversity in all its forms and demonstrate inclusive behaviours in the workplace.
- The incumbent will be required to maintain a safe working environment by adopting appropriate hazard management practices consistent with the role.
- The incumbent is expected to uphold the ethical behaviour and professional integrity standards as contained in the *Public Sector Act 2009*, as well as comply with any other relevant legislated requirements.
- This position is classified as a designated position and as such, appointment to this role will be subject to a satisfactory National Police Clearance screening check.
- The incumbent must hold and maintain a valid class C driver's licence.
- Some intrastate and occasional interstate travel is required, including overnight absences.
- Occasional out-of-hours work will be required.
- Public speaking and presentation of technical information to industry, government and community stakeholders will be required.
- Participation in emergency management and disaster recovery activities may be required.
- Work in elevated positions and restricted spaces may be required.
- The incumbent may be required to be involved in the investigation of serious injuries resulting from plumbing related incidents or accidents.