

<b>POSITION TITLE</b>	<b>Investigator, Water Resources</b>
<b>CLASSIFICATION</b>	SRW Enterprise Agreement Water Services Band D plus employer contribution to superannuation in accordance with the <i>Superannuation Guarantee (Administration) Act 1992</i> .
<b>BUSINESS UNIT</b>	Service Delivery
<b>ENGAGEMENT</b>	Full Time Ongoing
<b>LOCATION</b>	East / West
<b>REPORTING LINES</b>	<p><b>Reports to:</b> Manager, Groundwater and Rivers Operations and Compliance</p> <p><b>Direct Reports</b> Nil</p>
<b>DELEGATIONS</b>	<p>This position has authority to make decisions and direct activities for SRW as conferred by Southern Rural Water’s Instrument of Delegation and as set by:</p> <ul style="list-style-type: none"> <li>• this position description</li> <li>• other directions or instructions specified by SRW or a SRW delegate</li> </ul>

## POSITION OBJECTIVE

The Investigator, Water Resources oversees the conduct of compliance activities and strategic investigations into breaches of the Water Act 1989 and provides subject matter expertise and leadership to operations and compliance teams to ensure quality investigations and compliance activities are conducted across Groundwater & Rivers and the broader regulated irrigation districts. The Investigator, Water Resources works across a distinct region:

- East – Covering the area from Bunyip River, Latrobe and South Gippsland basins to the NSW border, taking in centres such as Dromana, Ringwood, Thorpdale, Koo Wee Rup, Leongatha, Morwell, Maffra and Bairnsdale.
- West – South Australian border to the Moorabool basin and Werribee River, taking in major centres including Werribee, Geelong, Colac, Ballarat and Warrnambool.

and provides coverage across whole SRW’s region as required.

The Investigator, Water Resources supports the compliance and enforcement function by building and supporting internal compliance capability, developing compliance reporting and tracking,

contributing to policy and strategic interventions, liaising with customers and stakeholders across the region, and works closely with the Team Leaders and other Investigators to deliver best practice compliance and enforcement.

## **POSITION SPECIFIC RESPONSIBILITIES**

### **Investigations and Compliance**

- Deliver and report on operational performance ensuring that field activities meet agreed targets, including annual reporting, performance dashboard reporting, strategic reporting, compliance tracker reporting, and identify trends and implement strategic interventions.
- Contribute to the development and implementation of policy and strategy in relation to best practice compliance, licencing, SRW and government policies, regulation and legislation.
- Ensure licensed activities (issued under s.51 and s.67 of the Water Act 1989) are in accordance with licence conditions and SRW policy.
- Interpret and apply relevant sections of the Water Act 1989 (and other relevant Acts of Parliament) to meet SRW compliance objectives.
- Conduct compliance activities as an Authorised Water Officer (AWO) under Section 291A of the Water Act 1989 (as delegated by the Managing Director).
- Conduct comprehensive investigations which encourage long term compliance, take contemporaneous notes, gather evidence, take witness statements, conduct records of interview, and prepare statements, briefs of evidence, reports/legal documents for Court and/or VCAT hearings, and give evidence in tribunals and court.
- Provide leadership, coaching and support to Team Leader and Water Management Officers, including providing guidance on note taking, evidence gathering, speaking with witnesses, and strategic investigation planning and quality assurance of written work.
- Contribute to and manage compliance responses, including joint agency operations, task forces and other incidents and responses.

### **Communication and Stakeholder Engagement**

- Provide high-level customer service to internal and external stakeholders, including managing complex customer and compliance issues, providing advice and education to customers, the community, and other relevant stakeholders to promote compliance with water legislation, water entitlements and policies, and other relevant initiatives.
- Prepare reports and correspondence including letters to customers and stakeholders, briefings for decisions by management and general communication.
- Liaise with relevant Team Leaders and Managers on media issues, community consultation, newsletters and stakeholder requirements as required.
- Promote a positive image of SRW within the region, ensuring that customer service and communication with stakeholders is consistent with SRW values and protocols and in accordance with Victorian Public Service Code of Conduct.
- Represent SRW at field days and public, inter-agency and interest group forums, sometimes outside of normal business hours as required and in accordance with SRW's guidelines and procedures.
- Liaise with other agencies and consultants in water resource related fields as required.
- Provide support for Consultative Committees as required.

## PEOPLE MANAGEMENT

- Encourage and maintain positive working relationships with all colleagues to ensure a professional and collaborative working environment.
- Support colleagues and coordinator/supervisor as required to achieve overall team goals, service levels and other targets.
- Work in a manner that ensures adherence to SRW policies and Corporate Instructions.
- Promote a culture within the team to communicate clearly and share knowledge to work more effectively as a team.

## OPERATIONAL RESPONSIBILITIES

- Effectively see all tasks through to completion in line with individual tasks/projects, service levels and other targets.
- Work within agreed plans, policies and processes including safe work practices.
- Identify and report opportunities for increasing efficiency and/or effectiveness to ensure continuous improvement.
- Demonstrate a commitment to effective internal and external customer service.
- Maintain currency of technical skills and knowledge to ensure work is performed as per the requirements of the role.
- Maintain complete and accurate records of all work-related activities including documentation and administration as per the organisation's records management policy and adherence to the organisation's written style.
- Present a professional customer orientated image on behalf of SRW.

## SCHEDULING RESPONSIBILITIES

- Regularly monitor and report on work and activity progress against individual and team corporate performance indicators and project targets.
- Understand the contribution of own work towards the achievement of team, business unit and strategic organisational goals.
- Fulfil emergency related functions including filling an incident management team position, by mutual agreement, in the event that a CIMP is enacted.

## HEALTH, SAFETY AND WELLBEING

- Ensure all team members (and self) are aware of and adhere to, SRW policies and OH&S requirements.
- Work in a manner that ensures adherence to OH&S requirements.
- Report any hazards, hazardous situations, notifiable incidents, including 'near misses' to immediate supervisor.
- Participate in the resolution of safety issues.

## KNOWLEDGE SKILLS AND ABILITIES

- Extensive experience in investigations, compliance and enforcement, and understanding of government / legislative / regulatory / licencing environment/s.
- Demonstrated experience in coordinating an investigations function team to achieve outputs and to work collaboratively within a complex compliance and field operations environment, including mentoring and coaching team members.

# POSITION DESCRIPTION

- Demonstrated ability to establish and implement sound and effective compliance processes and other processes to uplift compliance uplift to achieve robust outcomes.
- Excellent communication and negotiation skills, including the ability to identify complex problems or issues, mitigate risks, and negotiate effective resolution or outcome.
- Proven ability to understand complex stakeholder requirements and develop innovative solutions to resolve stakeholder issues.
- Expert judgement and analytical skills to reason through complex problems and develop strategic and robust interventions and solutions.
- Demonstrated ability to be decisive and flexible while maintaining impartiality, objectivity and professionalism.
- Excellent organisational and self-management skills with the ability to plan and prioritise work and be flexible and agile in delivering service in a complex and geographically diverse operations and compliance environment.
- Well-developed self-awareness, including the ability to work through problems and issues with stakeholders, build trust and establish and maintain effective relationships.

## QUALIFICATIONS

- Certificate IV in Government Investigations, or relevant commensurate qualifications or relevant compliance or investigations.
- Eligibility to be appointed as an Authorised Water Officer (AWO) under Section 291A of the Water Act 1989 (as delegated by the Managing Director).
- Tertiary qualifications in a relevant discipline would be highly regarded.

## PRE-REQUISITES

- Possess and maintain a current Victorian driving licence.
- Possess and maintain relevant qualifications, licences pertaining to role.
- Ability to travel to and work from other SRW Office locations as required.

## SRW VALUES

Adherence to Southern Rural Water’s Values as described below:

We are **always safe** and **accountable** working as **one team** to deliver a lasting **legacy**.

## DIVERSITY AND GENDER EQUALITY

At SRW we value a diverse workforce, we acknowledge that it is our responsibility to create gender equality and inclusive workplaces where everyone can be their best self, regardless of gender.

## EMPLOYEE POLICIES

All SRW employees are required to comply with the Code of Conduct for Public Sector Employees, which can be found by visiting <http://vpssc.vic.gov.au/resources/code-of-conduct-for-employees/>

<b>DATE APPROVED</b>	<b>October 2024</b>
<b>APPROVED BY</b>	<b>General Manager Service Delivery</b>

