

POSITION TITLE	Maintenance Planner (East)
CLASSIFICATION	SRW Enterprise Agreement Water Services Band C plus employer contribution to superannuation in accordance with the <i>Superannuation Guarantee (Administration) Act 1992</i> .
BUSINESS UNIT	Service Delivery
ENGAGEMENT	Full-time Ongoing
LOCATION	Maffra
REPORTING LINES	<p>Reports to: Team Leader Irrigation Delivery</p> <p>Direct Reports: Field Maintenance Leading Hand Multi Skilled Maintenance Officer Field Maintenance Officer Maintenance Plant Operator</p>
DELEGATIONS	<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"> • this position description • other directions or instructions specified by SRW or a SRW delegate

POSITION OBJECTIVE

The Maintenance Planner works within the Water Supply team as part of the resource management team, providing an essential link with and leadership of field-based staff. Working within broad guidelines and under limited direction, the Maintenance Planner will manage resources and activities to ensure corporate objectives are met while delivering high quality customer service to Southern Rural Water customers.

The role is responsible for planning and overseeing daily maintenance activities, support the water delivery team and other associated processes within the Water Supply team. The role will play a lead role in process improvement and take an innovative approach to resolving problems whilst monitoring staff performance.

The role will also ensure field staff and customers comply with the *Water Act 1989*, and provide high level support to customers, and stakeholders.

POSITION SPECIFIC RESPONSIBILITIES

- Lead, manage and delegate the daily activities of the maintenance team, along with contractors by setting priorities, coordinating resources and provide direction while monitoring performance and outcomes to ensure service delivery requirements are met;
- Lead and demonstrate with the work groups SRW's Values and culture.
- Manage and actively support the development and integration of SRW's Asset Management System including the integration of modernised assets into a maintenance management system.
- Manage own time and duties within broad guidelines and under limited direction.
- Oversee annual submerged weed Magnicide H infield applications, regulatory training and reporting requirements.
- Become a subject matter expert in aspects of irrigation maintenance.
- Manage the designated Store and Depot including annual safety inspection programs.
- Assist and coordinate capital works projects including managing capital budgets, planning and forecasting expenditure.
- Provide high level technical guidance and support in maintenance and construction works throughout the districts.
- Oversee trench supervisor responsibilities for excavation works.
- Oversee workplace safety inspections for designated work sites and provide reports with findings and recommendations including managing high risk works.
- Manage and deliver toolbox meetings, record meeting minutes, attendance register and follow up on any staff concerns or hazards reported.
- Oversee the stock damage program in conjunction with Team Leader Irrigation Delivery to ensure compliance with Water Act.
- Investigate and manage field and environmental compliance matters to ensure corrective action is taken and the appropriate processes in relation to rules of evidence and written documentation are followed.
- Manage Irrigation Delivery staff work rosters, approve fortnightly timesheets for staff, plant and vehicle logs and work completion records.
- Assist with the recruitment, induction, change management and development of staff; manage the delivery of staff training requirements within the workgroup.
- Ensure productivity from field staff towards customer service, maintenance programs, water deliveries and output objectives by setting the standards.
- Review individual staff performance and provide feedback as part of the Performance Development Plans procedure.
- Communicate regularly with staff and Leadership team to ensure business objectives, roles and responsibilities, and the needs of staff are well understood.
- Relieve Team Leader Irrigation Delivery (where applicable) as required and undertake other Maintenance or Operational special projects or activities as directed.

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.

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 organisations records management policy and adherence to the organisations written style.

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

- Leadership - high level skills in staff supervision providing leadership to ensure staff provide efficient and effective customer outcomes.
- Communication - highly developed written and verbal communications skills; ability to build and maintain productive working relationships with internal and external stakeholders.
- Extensive understanding of water supply systems and key customer service aspects within the districts serviced by SRW.
- Process Improvement - develop and implement actions to produce efficiency improvements or streamline maintenance processes.
- Compliance - broad knowledge of compliance processes with a demonstrated understanding working within the Water Act 1989.
- Highly developed computer skills including competency in the use of Microsoft Suite & SRW system databases.

QUALIFICATIONS

Experience in managing a maintenance and operation team in an irrigation district would be well regarded.

- HC truck license & competency tickets in earthmoving plant & equipment would be advantageous.

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 staff 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/>

DATE APPROVED	July 2024
APPROVED BY	General Manager Service Delivery