

<b>POSITION TITLE</b>	<b>Manager, Strategic Projects and Service Optimisation</b>
<b>CLASSIFICATION</b>	SRW Enterprise Agreement Professional Services Band E 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>	Maffra
<b>REPORTING LINES</b>	<p><b>Reports to:</b> General Manager Service Delivery</p> <p><b>Direct Reports:</b> Trainee Program</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>• a level 2 financial delegation</li> <li>• this position description</li> <li>• other directions or instructions specified by SRW or a SRW delegate</li> </ul>

## POSITION OBJECTIVE

The Manager Strategic Projects and Service Optimisation leads the delivery of key projects which include the application of technology to complex problems to drive operational efficiency and achieve outstanding outcomes for customers, community and stakeholders. The position works across our regulated irrigation districts to understand our existing operational processes and identifying priority projects where process improvement, technology and innovation could produce transformational change.

## POSITION SPECIFIC RESPONSIBILITIES

The Manager Strategic Projects and Service Optimisation is directly responsible for:

- Leading our regulated irrigation districts transformation program including the championing of small and large improvement projects to support the organisation to continuously and measurably improve processes, productivity, and team collaboration.
- Lead the transformation of district operations, performance and productivity to deliver on strategic outcomes identified including but not limited to the MacFresh initiative and Werribee

Reconfiguration project.

- Lead critical asset inspections and analyse data to identify and mitigate performance issues across all districts
- Applying diverse experience and perspectives to develop solutions to complex problems and create new policy settings and opportunities.
- Identify, develop and deliver strategic business initiatives, commercial contracts and business partnerships to optimise operational performance, financial outcomes, community and customer aspirations and environmentally sustainable solutions.
- Establish and oversee the introduction, development and management of the Trainee programme for Service Delivery to deliver on organisational outcomes.
- Interpreting business strategy to determine innovative solutions supporting strategy implementation.
- Drive operational efficiency across business by identifying processes that deliver a more cost-effective service to customers.
- Coordinating all cross-functional project priorities, reflecting business and customer requirements and manage the allocation across projects and resource planning.
- Exercising decision-making and independent judgment whilst being aligned with business strategy.
- Proactively work with the Strategic Leadership team to identify and deliver improvements that support our vision and strategic plan.
- Engage externally and build key relationships to understand trends in operational technology that would challenge our current practices and lead a culture of continuous improvement.
- As part of the Strategic Leadership Team, the position is responsible for developing a diverse, agile and collaborative workforce where all staff are united behind a common purpose and the pursuit of excellence.

## PEOPLE MANAGEMENT

- Provide guidance and leadership, monitor staff performance and manage the day-to-day activities of the trainee program to ensure delivery on organisational outcomes.
- Undertake regular meetings with trainees and provide constructive feedback, coaching and direction to ensure position requirements are being met effectively and efficiently.
- Ensure formal performance appraisals are undertaken twice per annum and recorded within the appraisal / reporting system.
- Ensure trainees (and self) are aware of and adhere to, organisational policies and OH&S requirements.
- Ensure trainees are developed in order to meet the technical, skill, governance and compliance requirements of their role.
- Ensure effective and timely communication of relevant matters via individual and/or business unit meetings.
- Ensure the effective recruitment and training of staff.

## OPERATIONAL RESPONSIBILITIES

- Ensure that service levels and other targets are continually met and liaise with external stakeholders to resolve any impacting issues.
- Develop and maintain all business unit policies and processes and ensure opportunities for improvement are identified and implemented.
- Lead continuous improvement by ensuring that all opportunities for improvement are identified and implemented.
- Work collaboratively with all teams and other stakeholders to ensure that effective internal

and external customer service is delivered and established

- Identifying, analyse and understand key business unit risks and mitigating actions and ensure that the risk management plan is current.
- Ensure input, maintenance and currency of the business continuity plan.
- Ensure that all business unit staff, and self, 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

- Ensure business unit activities are aligned with the strategic long term vision for Southern Rural Water Corporate Plan and strategies, demonstrating alignment through regular planning and reporting activities.
- Ensure that operational plans, accountabilities, policies and processes are measurable, understood and implemented.
- Manage business unit annual budget and accurately enter into corporate finance system.
- Report monthly in corporate finance system on business unit expenditure, any variances and adjust phasing if required.
- Ensure all audit findings are resolved within agreed time frames.
- Accurately report service area data and other information annually to support Annual Reporting or ministerial requirements reports (as applicable).
- 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

- Demonstrated experience as a senior manager, leading innovation and change.
- Demonstrated high level conceptual and analytical skills.
- Highly developed complex problem solving skills.
- Strategic thinking and analytical skills.
- Demonstrated business acumen and the ability to lead significant change.
- A collaborative style of working which is both influential and results orientated.
- Proven ability to deliver positive business outcomes in a timely manner.
- Experience in preparation of business case proposals and board papers.
- Self-driven and energetic approach within the work place.

## QUALIFICATIONS

- Degree qualified in Business, Engineering, Science or relevant tertiary qualification (desired)
- Equivalent previous experience in strategic project/ program delivery, operational optimisation, business transformation, innovation and strategy and project management (essential).

- Competent in the use of the Microsoft suite of products, and specialised computer software programs relevant to working in the business unit.

## 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

This position will require travel to all of SRW offices and to be away overnight.

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

<b>DATE APPROVED</b>	<b>February 2025</b>
<b>APPROVED BY</b>	<b>General Manager Service Delivery</b>