

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	<b>Manager Water Supply - East</b>
<b>CLASSIFICATION</b>	SRW Enterprise Agreement Total Remuneration Package (TRP) inclusive of salary, employer superannuation in accordance with the Superannuation Guarantee (Administration) Act 1992 and SRW motor vehicle cost or cash in lieu of motor vehicle.
<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> Irrigation Service Delivery - East Technical and Asset Supervisor Land Management Coordinator Maintenance Supervisor Service Delivery Officer Projects and Innovation Specialist</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 Water Supply is responsible for ensuring the delivery of outstanding service to our irrigation and industrial customers supplied through our regulated supply systems.

Critical tasks to achieve this include contributing to the development and implementation of Strategic Plans, Corporate and Pricing Plans, risk management and emergency management processes.

As part of the Senior Leadership Team, the position is responsible for contributing to the development of a diverse, agile and collaborative workforce across SRW where all staff are united behind a common purpose and the pursuit of excellence.

## POSITION SPECIFIC RESPONSIBILITIES

- Driving performance improvement consistent with our vision and strategic outcomes of great service, more water in production, affordable prices and financial sustainability focusing on our strategic initiatives.
- Accountable for a customer group of around 1,400 Water Shareholders, a recurrent operational budget of around \$6.2M and capital expenditure of approximately \$2M.
- Positively influencing and resolving issues with customers and stakeholders when they arise, being solution orientated.
- Interpreting government policy to develop practical solutions and operational procedures that provide timely accurate advice to customers, stakeholders and staff.
- Consistent with our corporate Balanced Scorecard, develop performance indicators for the group that reflects the key performance drivers for the group.
- Scan and interpret the environment, anticipate change, develop and implement actions in response.
- Prepare Board reports on issues likely to influence operations and/or service delivery.
- Ensure customer input via Customer Committees, surveys and feedback systems.
- Oversee the development and implementation of prices to ensure financial sustainability.
- Evaluate capital expenditure proposals from a whole-of-life and sustainability perspective.
- Identify and implement information solutions to improve water supply performance.
- Ensure compliance with all formally specified requirements in Bulk Entitlements.
- Oversee measures to ensure customers comply with the requirements of the Water Act and ensure any enforcement activities are appropriate and commensurate with any offences committed.
- Ensure operations comply with the requirements of OH&S, Environmental Protection Act and State Environmental Protection Policies, Equal Employment Opportunity legislation, Trade Practices Act, Water Act, Ministerial Guidelines and SRW corporate policies.
- Identify areas for policy development, working constructively with DELWP to influence outcomes for the benefit of our customers.
- Interpret legislation and Government Policy directions and collaboratively develop operational procedures.
- Ensure effective and robust emergency management arrangements are in place.
- Take a leading business response role in emergency related incidents as required including on-call availability.

## PEOPLE MANAGEMENT

- Undertake regular meetings with all direct reports and provide constructive feedback, coaching and direction to ensure position requirements are being met effectively and efficiently.
- Ensure formal performance appraisals are undertaken for all direct reports and staff, twice per annum and recorded within the appraisal / reporting system.
- Ensure all direct reports, staff (and self) are aware of and adhere to, organisational policies and OH&S requirements.
- Ensure all direct reports and staff 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 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.
- Identify, 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 the 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**

- Drive and support a positive safety culture within the Water Supply team, Service Delivery business unit and the broader organisation.
- 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

- Knowledge of the Water Act and water policy, particularly the effect on the management of unregulated water in Victoria.
- A sound knowledge of business, particularly operational and financial management (budgets etc.) and performance management.
- Leadership and Supervising - Serves as a role model when leading and supervising others. Provides their team with clear direction, promotes a dynamic working climate and empowers others. Is open to new ideas and demonstrates creativity in search of excellence.
- Analytical Thinking - Applies business analytics to establish programme priorities. Makes rational judgements from the available information and analysis.
- Knowledge and Sharing - Identifies and establishes systems and mechanisms to facilitate development of best practice and knowledge management. Encourages staff members to learn continuously and to share knowledge through mentoring, networking and development, and training opportunities.
- Judgment / Decision Making - Consults with and seeks advice at the appropriate managerial level when making complex decisions. Facilitates dialogue and development of best practice to support judgement/decision making, in full compliance with the SRW's policies and other regulations.
- Change Management - Creates an open climate fostering creativity, innovation and acceptance. Sets the agenda for change and foresees the impact of change on his/her team.
- Commitment to Continuous Improvement - Assesses the effectiveness of functions and systems as well as current practices; streamlines standards and processes and develops innovative approaches to programme development and implementation.
- Achieving Results - Takes initiative in defining realistic outputs and clarifying roles, responsibilities and expected results in the context of the business unit's programme. Evaluates their results realistically, drawing conclusions from lessons learned.
- Planning and Organising - Sets clearly defined objectives for themselves and the team or Section. Identifies and organizes deployment of resources based on assessed needs, taking into account possible changing circumstances. Monitors team's performance in meeting the assigned deadlines and milestones.
- Teamwork - Encourages teamwork, builds effective teams and resolves problems by creating a supportive and collaborative team spirit, remaining mindful of the need to collaborate with people outside the immediate area of responsibility.
- Communication - Encourages open communication and builds consensus. Uses tact and discretion in dealing with sensitive information, and keeps staff informed of decisions and directives as appropriate.

## QUALIFICATIONS

- Tertiary qualifications in a relevant discipline or equivalent practical experience (essential).
- Post graduate qualifications in business or related discipline (desirable).

## PRE-REQUISITES

- Possess and maintain a current Victorian driving licence.
- Possess and maintain relevant qualifications, licences pertaining to role.

## POSITION DESCRIPTION

- Ability to travel to and work from other SRW Office locations as required.
- The incumbent will be required to be part of the management after hour duty roster, manage corporate incidents and travel as necessary.

### 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 POLICES

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 2023
APPROVED BY	General Manager Service Delivery