

POSITION DESCRIPTION

POSITION TITLE	Team Leader Irrigation Delivery
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: Manager Water Supply East</p> <p>Direct Reports: Maintenance Planner System Performance Officer Drains and Rivers Officer</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"> • a level 3 financial delegation • this position description • other directions or instructions specified by SRW or a SRW delegate

POSITION OBJECTIVE

The Team Leader Irrigation Delivery (TLID) works within the Water Supply East team as part of the management team. Working within broad guidelines and under limited direction, the TLID r will manage the Water Supply East Infrastructure, systems and delivery services to ensure corporate objectives are met to deliver expected performance and productivity outcomes to support SRW corporate objectives and Macalister Irrigation District customers.

The position also requires the TLID to maintain strong relationships with contractors, stakeholders, customers and service providers whilst playing a lead role in infrastructure works and capital planning.

They will ensure field staff and customers operating within the Macalister Irrigation Area comply with the *Water Act 1989*, and provide high level support to customers, and stakeholders.

POSITION SPECIFIC RESPONSIBILITIES

- Develop and maintain a high customer service oriented culture within the Delivery and Maintenance team including championing and leading SRW’s Values.

- Manage the delivery of water to customers within Water Supply East.
- Ensure maintenance operations are carried out to appropriate industry standards and regulatory requirements to ensure they align with service expectations.
- In conjunction with other WSE Team Leaders ensure OPEX budgets are met.
- In conjunction with the Health and Safety team develop and implement SRW's OH&S system across the WSE workgroup.
- Manage capital planning programs and the development of project proposals, business cases and problem statements.
- Manage and report on capital and recurrent works programs to deliver programs on time and within budget.
- Manage annual submerged weed Magnicide H program administration, environmental compliance and stakeholder communication.
- Provide high level technical guidance and support in maintenance and construction works throughout the MID.
- Manage the integration and ongoing maintenance requirements of modernised assets within the irrigation district.
- Lead the operations of the MID Salinity program.
- Overseeing system performance, identifying and implementing system improvements, developing and reporting on key operational targets and providing customer feedback.
- Lead with other Team Leaders, compliance requirements within WSE and will be a part of SRW's compliance group across Service Delivery.
- Maintain good working relationships with stakeholders, contractors, and other service providers.
- Develop and review Performance Development Plans for direct reports to promote continual improvement and to ensure staff have the adequate skills, knowledge and culture.
- Manage stock damage programs in conjunction with the Maintenance Planner.
- Take a principal role in the recruitment, induction, change management and development of staff.
- Ensure productivity from field staff towards customer service, maintenance programs and WSE output objectives.
- Communicate regularly with staff and Manager Water Supply to ensure business objectives, roles and responsibilities, and the needs of staff are well understood.
- Undertake other Maintenance or Operational special projects or activities as required.

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.
- Undertake formal performance appraisals twice per annum with all direct reports to identify and acknowledge both achievements against performance indicators and opportunities for improvement.
- Ensure team members maintain the technical capability to perform their role and encourage skill development and learning where required.
- Communicate relevant matters via individual and/or team meetings.
- Undertake effective recruitment and training of staff.

OPERATIONAL RESPONSIBILITIES

- Monitor and adjust plans and resources as required to ensure service levels and other targets are continually met.
- Coordinate the implementation of improved efficiencies and/or effective team work practices to ensure continuous improvement.
- Ensure that all team members have a shared understanding of team purpose and direction.
- Coordinate the annual review of all team processes and identify and implement opportunities for improvement.
- Work collaboratively with all teams and other stakeholders to ensure that effective internal and external customer service is delivered and that all performance indicators and targets are met.
- Provide input into key business unit risks and mitigating actions and ensure that the risk management plan is up to date.
- 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 that team and individual staff activities contribute towards the achievement of business unit and organisational goals, demonstrating alignment through daily and/or regular planning and reporting activities.
- Plan and provide input into team budgets on a monthly and annual basis.
- Resolve any audit findings within agreed time frames.
- Accurately report service area data and other information annually to support Annual Reporting or other 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.
- Monitor health and safety performance within areas of responsibility.
- Lead formal and informal discussions regarding HSW risks and activities
- Investigate all hazards / incidents / injuries within areas of responsibility

KNOWLEDGE SKILLS AND ABILITIES

- The ability to work with executive management to understand service expectations and manage to those expectations.
- An understanding of financial management necessary for the development, reporting and tracking of both recurrent and capital budgets.
- A detailed understanding of the policies and standards relating to best practice asset and risk management.
- Leadership - high level skills in staff supervision providing leadership to ensure staff provide efficient and effective customer outcomes.
- Highly developed written and verbal communications skills; ability to build and maintain productive working relationships with internal and external stakeholders.

POSITION DESCRIPTION

- Extensive understanding of water supply systems and key customer service aspects within the Macalister Irrigation District.
- Develop and implement actions to produce efficiency improvements or streamline maintenance processes.
- Broad knowledge of compliance processes with a demonstrated understanding working within the Water Act 1989.
- Strong leadership skills and have the ability to apply these skills to a geographically spread employee and stakeholder base.
- Highly developed and effective problem solving and time management skills.
- Well-developed skills in setting priorities, planning and organising workloads.
- The ability to lead and motivate staff, contractors and service providers.
- Ability to analyse a range of complex and sometimes conflicting priorities and make decisions.
- Highly developed computer skills including competency in the use of Microsoft Suite & SRW system databases.

QUALIFICATIONS

- Experience in Business or Asset Management.
- An understanding of the maintenance and operation of an irrigation district.
- Competent in the use of the Microsoft suite of products.

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