

POSITION TITLE	Team Leader Operations and Compliance
CLASSIFICATION	SRW Enterprise Agreement Water Services Band D 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	East / West
REPORTING LINES	<p>Reports to: Manager, Groundwater and Rivers Operations and Compliance</p> <p>Direct Reports (subject to operational requirements and in accordance with organisational structure): Water Management Officers Drilling Inspector (West region only)</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 Operations and Compliance provides expert leadership to the Groundwater and Rivers Operations and Compliance Water Management team/s across SRW’s relevant region, and supervises Water Management Officers in each 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.

The Team Leader Operations and Compliance is responsible for leadership of compliance and enforcement activities, field inspections and reporting, coordinating the metering program, resource

management, communications and engagement, liaising with internal and external stakeholders, and policy and project implementation, and works closely with other Team Leaders and Investigators, Water Resources to deliver best practice compliance and enforcement.

POSITION SPECIFIC RESPONSIBILITIES

Operations and Compliance Leadership

- Effectively lead and manage a geographically dispersed team including setting priorities, allocating resources, monitoring performance and outcomes, developing local strategies, procedures and practices, considering internal and wider context and the impacts of external factors.
- 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.

Compliance

- 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 preliminary investigations, gather evidence, take contemporaneous notes in official notebook, interview, report and action compliance issues relevant to the Water Act 1989.
- Provide support and relevant Water Management Officer resources to Investigators, Water Resources for compliance activities, including referrals for investigation, and conducting investigations
- Prepare and present reports/statements and legal documents relevant to customer breaches of the Water Act 1989, for Court and/or VCAT hearings, and give evidence in either a Court or Tribunal hearing when required.
- Contribute to and manage compliance responses, including joint agency operations, task forces and other incidents and responses.

Customer and Stakeholder Interaction

- 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.

Metering

- Coordinate and oversee the delivery of SRW's metering programs to ensure all meters and associated devices are installed and maintained to appropriate standards and in a timely manner.

- Liaise with Metering & Data Lead to ensure delivery of metering and Automated Meter Reading (AMR) activities is in line with business and regulatory requirements.
- Oversee the delivery of installations and inspections of AMR, and non-complex maintenance of AMR.
- Oversee the delivery of meter maintenance tasks and/or manual handling of meters in line with relevant SRW policies and procedures.
- Provide support in undertaking meter reading and inspections to ensure compliance with licence conditions (as required).

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 Managers and other relevant stakeholders relevant 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

- 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.
- Promote a culture within the team to communicate clearly and share knowledge to work more effectively as a team.

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.

POSITION DESCRIPTION

- 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 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

- 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

- Demonstrated experience in managing and developing a team to achieve outputs and to work collaboratively within a complex compliance and operations environment, including resourcing, mentoring and coaching team members.
- Extensive experience in investigations, compliance and enforcement, and understanding of government / legislative / regulatory / licencing environment/s.
- Demonstrated ability to establish and implement sound and effective compliance processes and other processes to uplift compliance 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.

POSITION DESCRIPTION

- 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

- Qualifications in management or leadership would be highly regarded.
- 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).
- Ability to attain and maintain certification in non-urban water meter installation and maintenance.

PRE-REQUISITES

- Possess and maintain a current Victorian driving licence.
- Possess and maintain relevant qualifications, licences pertaining to role.
- Ability to travel in the relevant district of the position, and 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	October 2024
APPROVED BY	General Manager Service Delivery