

POSITION DESCRIPTION

POSITION TITLE	Water System Planner
CLASSIFICATION	SRW Enterprise Agreement Water Services Band B 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/Werribee
REPORTING LINES	Reports to: Irrigation Service Delivery Supervisor (West) Team Leader System Automation (East) Direct Reports: Nil
DELEGATIONS	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: <ul style="list-style-type: none"> • this position description • other directions or instructions specified by SRW or a SRW delegate

POSITION OBJECTIVE

The Water System Planner (WSP) is primary point of contact between customers and the Water Supply team during the irrigation season (around August to May) each year. This role works within a rotating roster during the irrigation season with flexible start times to meet the requirements of our customers and the irrigation system.

Exceptional customer service is an essential element of this role and you will need to combine expert knowledge of irrigation infrastructure and an in depth understanding of water system operations. Based on customer demand, you will organise, schedule and deliver water through a network of channel and piped water delivery systems using the Irrigation Planning Module. The Water System Planner will also assist customers to resolve issues with supply to maintain an exceptional level of service.

This role will also monitor and report any system performance issues affecting customer supply, particularly those areas requiring further investigation and ensure compliance with Bulk Entitlement requirements on river systems.

POSITION SPECIFIC RESPONSIBILITIES

- Coordinate and plan the successful delivery of customer orders for water in line with SRW's business obligations.
- Develop and maintain effective customer relationships, including providing support and information.
- Resolving customer related service supply issues in an effective and timely manner.
- Be the primary point of contact between customers and Field Staff for operational issues.
- Proactively support team members to successfully achieve objectives.
- Undertake minor projects or tasks as required.
- Work independently and in a self-directed manner.
- Monitor and report on operational, maintenance and environmental issues and take required action, which may include field work.
- Proactively recommend changes and improvements to computer based system, operating methods and procedures.
- Monitor the performance of the SCADA network and Irrigation Planning Module (IPM) and perform corrective actions as required.
- Undertake continuing development of technical skills in water management and water delivery.
- Ensure compliance with BE requirements on the Thomson / Macalister and Latrobe Rivers, including ordering of Water from SRWs Thomson entitlement.
- Perform rostered duties as required including overtime, weekend work, night shift and stand-by duties.
- Provide operational and maintenance reports as required.

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.

POSITION DESCRIPTION

- 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

- Highly developed computer skills, with the ability to quickly become familiar with the Irrigation Planning Module and Network Visualisation programs.
- Adaptable and proactive approach to change and working flexibly.
- Strong customer service focus.
- An understanding of the SRW business, work activities and customer base.
- Identify and manage risk within area of responsibility and notify management if a risk to the organisation or the safety of its employees is identified.

QUALIFICATIONS

- Certificate qualified in Water Services or similar discipline or experience in irrigation or water services.
- Competent in the use of the Microsoft suite of products.

PRE-REQUISITES

- 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://vpsc.vic.gov.au/resources/code-of-conduct-for-employees/>

DATE APPROVED	July 2024
APPROVED BY	General Manager Service Delivery