

MELBOURNE WATER POSITION DESCRIPTION

Water Resources & Upper Yarra Area Manager

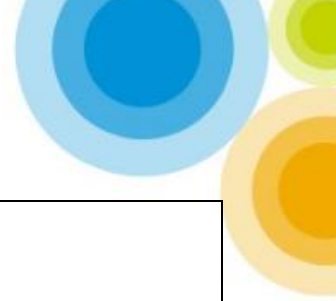


REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Manager, Waterway & Catchment Services South East	This role requires the management of a team of approximately 11 direct reports, which may vary from time to time. This includes a direct report who is accountable for managing a sub team of approximately 7, which may also vary from time to time.
THIS ROLE EXISTS TO: (PURPOSE)	
<ul style="list-style-type: none">• Ensure the safe, effective and efficient delivery of Melbourne Water waterway and catchment obligations, programs and services in the defined geographical area of responsibility.• Lead a high-performance service delivery team accountable for:<ul style="list-style-type: none">➢ the safe & efficient initiation and delivery of 'place based' programs of work and services that contribute to the achievement of strategic catchment, waterway, drainage and land program objectives.➢ Melbourne Water's primary day-to-day customer relationship interface with direct catchment, waterway & drainage customers, community groups, local government and other agency stakeholders, and maintain their confidence in the business' ability to effectively provide catchment, waterway, drainage and land services.• Ensure that the team has a clear plan to build the capability and approaches to provide high quality service outcomes both in the short term (reliable today and ready for tomorrow).• Align with key stakeholders to co-deliver initiatives that achieve performance objective outcomes, including those specified by the Regional Catchment Strategy, Healthy Waterways Strategy & Flood Strategy.• Significantly influence, and support where applicable, traditional owners, partners and stakeholders to undertake initiatives and activities that contribute to MW service outcomes and strategic performance objectives• Provide program leadership, direction and technical guidance to Diversions team members responsible for the management of Melbourne Water's diversions function including surface water and works licence administration, management of metering assets, compliance, customer engagement, policy development and reporting• Undertake proactive management of a range of high profile external and internal relationships necessary for the effective planning and delivery of Diversion services throughout the Port Phillip and Westernport Region in accordance with our delegated responsibilities under the Water Act 1989 and Statement of Obligation directives.• Provide program leadership for the management and delivery of environmental water resources across Port Phillip and Westernport Region in support of strategic objectives and in collaboration with Victorian Environmental Water Holder and other key stakeholders to meet MW's statutory obligations.	

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KEY ACCOUNTABILITIES:

The functions and disciplines that the Area Manager will be required to operate and significantly influence across the water industry are complex and broad, including catchment management, waterway health, drainage and flood protection, floodplain management, flow management, land management, statutory planning and incident management.

The key accountabilities include:

- Lead and manage the delivery of waterway, drainage and catchment programs and services, optimised across delivery mechanisms, to deliver service outcomes and performance objectives in line with Melbourne Water's role as the regions catchment manager, waterway manager, drainage authority and floodplain manager.
- Ensure continuous improvement in service outcomes whilst working collaboratively with asset management and operational teams to achieve safety, customer, regulatory and financial objectives.
- Proactively and adaptively manage current and future team and business planning to ensure the resourcing, capability and approach required to adapt to likely future scenarios and service delivery requirements
- Timely and accurate financial management for capital and operating expenditure (including actuals, accruals and forecasting as applicable) across the sub-region's budgets and allocations.
- Drive continuous improvement in service delivery outcomes in-line with Melbourne Water's obligations, performance objectives and levels of service
- Evolve and execute Melbourne Water's catchment, waterways and drainage investment plan and service offerings in conjunction with the rest of the business, key co-delivery partners and in alignment with customer expectations.
- Influence, negotiate and motivate external co-delivery stakeholders to contribute to and align with performance objectives.
- Lead Melbourne Water's response to issues and incidents as required, within and outside of business hours, including being part of an after-hours roster
- Ensure team capacity and capability to respond to incidents, such as floods and pollution events, on a 24/7 basis.
- Lead people & performance management to achieve a high performing culture supported by appropriate accountability, behavioral, cultural, employee development and service delivery objectives.
- Lead the development of a generative safety culture which ensures the safety and wellbeing of self, staff, colleagues, community and partners through active and effective safety leadership.

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- Lead the capability development of team members to ensure they have the skills and behaviours to effectively delivery the functions and activities required for team success
- Effective delivery of the river diversion and stormwater licensing function in accordance with ministerial delegations under the Water Act, 1989 including setting strategic program management direction to deliver service, productivity and financial targets .
- Dam safety, licencing & registration for dams on waterways and potentially hazardous dams off waterways in accordance with ministerial delegations under the Water Act, 1989.
- Lead and manage external stakeholder committees and represent Melbourne Water at statewide licencing committee and policy working group level.
- Oversee development of local policy, procedures and system improvements.
- Fulfil operational delivery of MW’s Environmental water requirements, including in partnership with the Victorian Environmental Water Holder as required.
- Support Traditional Owners through self-determined model approach to partner in water resource and flow management increasing power and agency.
- Delivery of initiatives and action plans that support the implementation of the Drought Refuge Program, Groundwater Dependent Ecosystems (GDE’s) and billabongs/wetlands program
- Specialist technical support for compliance and enforcement action initiated by regional place based teams, including maintaining the compliance and enforcement framework and approach as it relates to Service delivery.

KEY RESPONSIBILITIES	KPIs
<p>Customer Service Excellence</p> <ul style="list-style-type: none"> • Lead and support the delivery of core services to customers including: <ul style="list-style-type: none"> - Waterway condition management - Stormwater quality and quantity management - Flow and water access management - Flood risk management services - Catchment management - Incident response and information provision - Aboriginal cultural values - Urban development primarily referrals - Community access, involvement and recreation - Land Management 	<ul style="list-style-type: none"> • Customer response timeframes consistently met as defined by Melbourne Water’s Customer Charter • Customer interactions recorded in accordance with Melbourne Water’s requirements

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<ul style="list-style-type: none"> • Provision of an efficient and non-discretionary day-to-day interface with customers across relevant segments to maintain the confidence and trust of the community and stakeholders in Melbourne Water as the regions waterway manager, provider of valued drainage and land services and streamflow Diversion Manager. • Ensure that all customer complaints and issues related to WCS accountabilities are responded to within required timeframes. • Ensure timely delivery of relevant flow and release data to licence holders and other stakeholders to manage access and protection of environmental values. • Lead delivery of specified objectives within Diversions Customer Charter 	
<p>Program Delivery</p> <ul style="list-style-type: none"> • Ensure an appropriate pipeline of works and initiatives that achieve the required strategic performance objectives • Initiation and delivery of relevant programs of work in line with guidance provided by Asset Management Services, optimised across the full suite of delivery mechanisms • Timely and accurate financial management for capital and operating expenditure (including actuals, accruals, and forecasting) across the sub regions budgets and allocations. • Drive continuous improvement and demonstrate value for money outcomes in meeting service delivery outcomes. • Ensure the effective operation of catchment and waterway assets to meet service levels requirements. 	<ul style="list-style-type: none"> • • Satisfy annual requirements against the documented WDIP commitments and priorities • Capital Design Intents meet strategic, quality and timing objectives. • Sufficient pipeline of works programs initiated in accordance with annual IP to allow for safe and efficient scoping & delivery • Optimum balance between maintenance program components (PM, CM, BM). • Incentives effectively delivered in line with performance objectives. • Referral response within required timeframe. • Forecasting accurately within defined tolerances. • Support monthly and annual reports on program delivery effectiveness
<p>Relationship Management & Co-delivery</p> <ul style="list-style-type: none"> • Identifying and understanding key waterway, drainage and catchment stakeholder needs and expectations, and involve accountable teams within Melbourne Water as needed to help achieve positive outcomes • Lead engagement on complex stakeholder issues that WCS have accountability for with key delivery partners for waterways, drainage and 	<ul style="list-style-type: none"> • Demonstrable partnerships and areas influenced that contribute to performance objectives and service outcomes.

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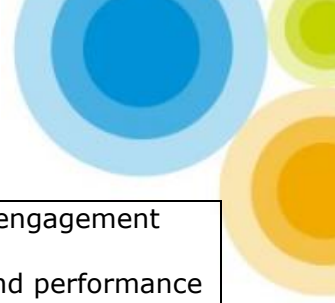


<p>catchment services and involve accountable teams within MW as needed to help facilitate resolutions.</p> <ul style="list-style-type: none"> • Negotiate with and influence stakeholders and delivery partners to align investment and undertake initiatives and activities that contribute to Waterway & Catchment Service team performance objectives • Work with key stakeholders to co-deliver outcomes aligned to Melbourne Water services and performance objectives, including IWM and liveability opportunities. • Proactively develop and enhance relationships with senior counterparts within Councils, Parks Victoria, State Government and other key stakeholders to maintain trust and confidence in MWs ability to deliver required core waterway, drainage and catchment services and partnerships. 	<ul style="list-style-type: none"> • Annual Customer Plan developed and implemented for area of responsibility.
<p>Future readiness</p> <ul style="list-style-type: none"> • Understand the broader operating environment (internal and external), future trends and potential future scenarios. • Develop the teams capabilities and readiness to adapt to the changing landscape and Melbourne Water business goals • Influence broadly across Melbourne Water to ensure service delivery insights inform other business groups priorities which support W&CO future readiness 	<ul style="list-style-type: none"> • Future readiness plan developed and implemented
<p>Inspire, lead and develop the capability of a diverse and inclusive team</p> <ul style="list-style-type: none"> • Effectively lead and develop the team ensuring a high performance culture by setting clear individual goals in line with documented expectations, holding people accountable and managing performance. • Drive the achievement of results, measured both quantitatively and qualitatively. 	<ul style="list-style-type: none"> • All employees have an active annual performance plan, performance reviews, and a development plan • Team have talent & succession planning in place for key roles and use a range of training methods to build skills and capability • Successful implementation of change

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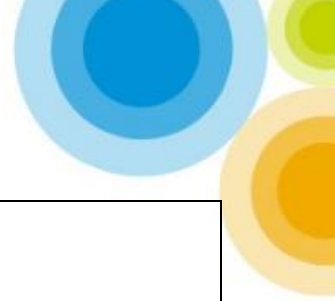


<ul style="list-style-type: none"> • Manage and plan current and future resources (people, time, budget) effectively • Work with the other Area Managers to ensure performance, standards and expectations are consistent between all staff members. • Adhere to all Melbourne Water policies in the recruitment, management and development of employees with a focus on diversity and inclusion Establish and support an open and honest working environment for employees fostering collaboration and teamwork across multiple sites and blended work environment • Provide coaching and leadership and arrange formal and informal training for staff growth and/or underperformance without delay – setting staff up for success • Work effectively with, and promote improvement across the broader Waterways and Catchment Operations Group and Melbourne Water business groups • Undertake agreed formal performance management actions and activities 	<ul style="list-style-type: none"> • Employee culture & engagement survey results • Team productivity and performance metrics met • Clear contribution to the delivery of improvements at Melbourne Water • Training requirements are completed
<p>Incident Response</p> <ul style="list-style-type: none"> • Maintain team capability to respond to incidents including, for example, <ul style="list-style-type: none"> ○ The performance of the MW drainage system and Melbourne’s waterways and floodplains. ○ Pollution response ○ Asset failure or performance issues • Lead the response and recovery phase of incidents as directed (e.g. as Incident Controller or Agency Commander). 	<ul style="list-style-type: none"> • Effective incident response and recovery in line with GEMs and underpinning plans. • Incident investigations and debriefs undertaken within agreed timeframes for all Level 2 incidents. • Identified debrief learnings captured in IRIS and resolved
<p>Safety & Wellbeing</p> <ul style="list-style-type: none"> • Lead and support the development and progression of a generative safety culture within the team, empowering others to speak up and drive the safety agenda, regardless of role • Lead a holistic end to end safety approach to program initiation and delivery in collaboration with key teams • Ensure safety in design principles are considered in programs of work and project initiation • Seek and enable new technologies and innovative approaches to reduce safety risks 	<ul style="list-style-type: none"> • Demonstrated safety and wellbeing leadership • Achievement of high safety employee and engagement scores through surveys such as the VIBE and employee and engagement surveys • IRIS events resolved in a timely manner and learnings implemented • Safety related service requests resolved in a timely manner • Demonstrable use of the hierarchy of control principles to improve safety and wellbeing

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<ul style="list-style-type: none"> • Encourage, challenge and improve safety practices and ensure they are understood, working and embedded in activities • Develop, implement and maintain safety risk assessments, management plans and procedures • Ensure adequate safety training has been identified and delivered 	
<p>Licensing administration and management</p> <ul style="list-style-type: none"> • Assess and determine range of application types in accordance with ministerial guidelines and Water Act requirements. • Maintain up to date licensing information in Victorian Water Register and internal management systems (eg. diversions database and GIS) • Undertake periodic renewals process and annual inspection programs • Undertake safety review process for hazardous private dams • Manage and implement meter asset management and replacement programs including telemetry • Manage scheduled and unscheduled meter readings to satisfy water accounting and compliance requirements • Coordinate annual invoicing, debt management and pricing plan submissions with Pricing and Regulation team 	<ul style="list-style-type: none"> • Effective discharge of ministerial delegations
<p>Delivery of Annual Seasonal Water Plans</p> <ul style="list-style-type: none"> • Provide detail towards and review final Seasonal Watering Proposals, including flow compliance, watering actions, monitoring and engagement. • Lead the planning and delivery of events in accordance with the Seasonal Watering Plan across catchments concurrently including coordination with relevant partners (e.g. Relevant Melbourne Water internal teams, SRW and VEWH) • Monitor watering actions, communicate outcomes and provide program updates and reporting against flow compliance, Plan commitments and delivery 	<ul style="list-style-type: none"> • Outcomes delivered in accordance with the Seasonal Watering Plan

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<p>Environmental Water Program Delivery</p> <ul style="list-style-type: none"> • Oversee the implementation of Environmental Water Action Plans for Drought Refuge and GDE's. • Develop management objectives for Billabong program sites in line with landscape scale approach • Implement watering actions and long term solutions to watering billabongs and incorporate actions into SWP. • Initiate and oversee project development and execution to fulfil program delivery • Use the relevant decision support and monitoring tools to analyse data and determine appropriate interventions 	<ul style="list-style-type: none"> • Outcomes delivered in accordance with the Environmental Water Action Plan
<p>Compliance and Enforcement</p> <ul style="list-style-type: none"> • Lead compliance investigations and resolution including issuing of notices, prosecutions and PINs across WCO for breaches of the Water Act 1989. • Provide direction and support to other teams to ensure compliance and enforcement activities undertaken to satisfy MW's Statement of Obligations • Lead preparation and delivery of quarterly compliance and enforcement reporting to state regulator (DELWP) 	<ul style="list-style-type: none"> • Actions delivered satisfy statement of obligations • Satisfaction of regulator
<p>Planning Policy & Reporting</p> <ul style="list-style-type: none"> • Provide input to state policy development and ensure consistent alignment with MW controlled documents and procedures • Lead the preparation and submission of relevant information to satisfy state govt reporting requirements for Diversions and Environmental Water program delivery. • Provide input as needed into relevant strategies such as the MMUSS, CRGSS, HWS, YSP and position water resource programs to deliver on relevant objectives 	<ul style="list-style-type: none"> • Satisfy annual requirements against the documented WDIP environmental water key commitments and priorities • Satisfy annual state water reporting requirements and internal strategy reporting • Provide input as required

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Significant experience in leading, managing and motivating team members to deliver complex programs of work to deliver on key performance objectives and service outcomes

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- Demonstrated ability to establish clear accountabilities for team members based on performance metrics, driving high performance and holding people accountable for their roles.
- Proven ability to provide overall leadership to the team including coaching, mentoring, dealing with difficult situations
- Highly developed leadership and interpersonal skills with the ability to influence personal & other business groups in line with value chain principles.
- Strategic thinking and insight with significant experience in the development and delivery of complex programs and in business process improvement.
- Highly developed organisational and time management skills, and demonstrated strong problem solving and analytical skills.
- Proven ability to make complex decisions which require judgement, commercial acumen and the ability to work autonomously
- Highly developed ability to build and maintain strong customer relationships at senior levels.
- Respectful relationship building skills to enable engagement with Traditional Owners enhancing opportunities to work together on country
- Significant experience in collaborating and partnering with external stakeholders to resolve complex issues and co-deliver initiatives and programs
- Demonstrated ability to understand Government policy, future trends and potential scenarios and effectively adapt teams to meet new requirements
- Ability to effectively engage others, navigate conflict, politics and utilise social and emotional intelligence
- Proven change leadership experience with the ability to promote and drive change, including working through complexity, ambiguity and resistance.
- Demonstrable resilient, proactive, solutions-focused mindset
- Ability to determine and adapt management approaches for a broad range of catchment, waterway, drainage and land management solutions.
- A strong understanding of natural resource management, catchment & waterway planning and rehabilitation, civil engineering, and statutory planning.
- Strong understanding of federal and state government water resource policy and legislation eg. Water Act 1989 with a focus on licensing requirements

KEY RELATIONSHIPS:

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All Melbourne Water Employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

INTERNAL

This role requires a large number of internal relationships to be effective, including with:

- Service Delivery
- Integrated Planning
- Customer & Strategy
- Commercial & Business Services
- Safety, Health, Environment and Quality
- People & Capability
- Major Program Delivery
- Legal & Corporate Secretariat

EXTERNAL

- Local Government
- Department of Environment, Water, Land and Planning
- EPA
- Parks Victoria
- Southern Rural Water
- Community Groups
- Direct and general service customers

SALARY RANGE:

- Melbourne Water reserves the right to remunerate people according to their ability to perform the functions of the role based on their qualifications, skills and experience.

OTHER COMMENTS:

This role requires the following:

- Extensive experience & expertise gained through a senior management position.
- A graduate qualification in environmental / natural resource management, science, social science or engineering is preferred but not essential.
- Criminal Records Check.
- Medical Assessment.
- Ability to swim at a competent level due to work on or near water.
- Victorian Drivers Licence.

In addition, on request, this role will be required to be part of the 'out of hours' Duty Manager roster.

Location: The primary location for this role is Melbourne Water's North East Regional Office, Croydon South, with time spent at both Docklands and other regional offices as required.

This role qualifies for an operational vehicle with private use contribution, as per the Melbourne Water Motor Vehicle policy and procedures.