MELBOURNE WATER POSITION DESCRIPTION

Service and Program Lead

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Manager, Waterways & Catchment Services (relevant area based team)	This role has no direct reports.

THIS ROLE EXISTS TO: (PURPOSE)

In support of the accountable Manager, this role is responsible for directing and coordinating services and programs of work delivered by a high-performance service delivery team. This team is responsible for catchment, waterway, drainage and land programs and services that contribute to achieving strategy objectives.

- Provide technical guidance to the team related to catchment, waterway, drainage and land services including:
- Providing support to the Manager to ensure that the team has a clear plan to build the capability to provide high quality service outcomes both in the short and long term (reliable today and ready for tomorrow).
- Supporting, influencing and working closely with stakeholders and partners, including traditional owners, to co-deliver initiatives that achieve performance objective outcomes, including those specified by the Regional Catchment Strategy, Healthy Waterways Strategy and Flood Strategy.
- The provision of strategic and day-to-day relationship interface with customers, community groups, local government and other agency stakeholders, to maintain their confidence in the business' ability to effectively provide catchment, waterway, drainage and land services.

KEY ACCOUNTABILITIES:

The functions and disciplines that the Services and Program Lead will be required to lead, support and 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:

- Co-ordinate 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.
- Direct and coordinate the delivery of programs and services to meet area based targets, including relevant performance objectives and actions from the Regional Catchment Strategy, Healthy Waterways Strategy, Flood Strategy and related investment plans.
- Assist and, where appropriate, lead continuous improvement opportunities in service outcomes and obligations whilst working collaboratively with asset management and operational teams to achieve safety, customer, regulatory and financial objectives.
- Support the management of 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.
- Support, or where appropriate lead, the timely and accurate financial management (including actuals, accruals, governance and forecasting as applicable) across the sub-region's budgets and allocations.
- Support, or where appropriate lead, influencing, negotiating and motivating external co-delivery stakeholders to contribute to and align with implementing relevant strategies, actions and performance objectives.
- Support, or where appropriate lead, Melbourne Water's response to issues and incidents including direct involvement in incident management and other roles as required.
- Providing day to day guidance, mentoring and technical support for team members in strategic and operational matters.

MELBOURNE WATER POSITION DESCRIPTION

Service and Program Lead

- Lead and embed a generative safety culture which ensures the safety and wellbeing of self, staff, colleagues, community and partners.
- Assist with the development of team members to ensure they have the capability, skills and behaviours to effectively delivery the functions and activities required for team success.
- Understand and follow the processes and procedures in line with our Integrated Management System (IMS).

KEY RESPONSIBILITIES	KPIs

Customer Service Excellence
• Dot point
• Direct, co-ordinate and support the delivery of core services to customers including:
  ○ 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 and biodiversity management
• Assist and, where relevant, lead the provision of an effective 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.
• Assist with ensuring that all customer complaints and issues related to W&CS accountabilities are responded to within required timeframes.
	• Customer response timeframes consistently met (as defined by Melbourne Water's Customer Charter).
	• Customer interactions recorded in accordance with Melbourne Water's requirements (e.g. CRM, SRM etc.).

Program Delivery • Management of allocated portfolio or service; lead and support team activity to ensure timely planning (initiation and coordination of works) and delivery of program. • Management of portfolio budgets/allocations to support program or service delivery. • Direct and co-ordinate the development of an appropriate pipeline of works and initiatives that achieve the required strategic performance objectives. • Direct and coordinate the 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.	• Assist with satisfying annual, and full WDIP period, requirements against the documented WDIP commitments and priorities for W&CS. • Demonstrated leadership in the development and execution of an effective works program with sound financial and governance principles to support delivery of relevant services. • Demonstrated leadership in the development of a program that optimises the balance between delivery mechanisms (e.g. capital,

MELBOURNE WATER POSITION DESCRIPTION

Service and Program Lead

• Assist and, in some instances, lead the timely and accurate financial management for capital and operating expenditure (including actuals, accruals, and forecasting) across the sub regions budgets and allocations. • Assist with driving continuous improvement opportunities and demonstrate value for money outcomes in meeting service delivery outcomes. • Support the effective operation of land, catchment, drainage and waterway assets to meet service level requirements.	incentives, maintenance) to implement investment plan objectives.
Relationship Management & Co-delivery • Dot point • Support and, where appropriate, lead the identification of key waterway, drainage and catchment stakeholder needs and expectations, and involve accountable teams within Melbourne Water as needed to help achieve positive outcomes. • Support and, where appropriate lead, engagement on complex WCS stakeholder issues with key delivery partners for waterways, drainage and catchment services and involve accountable teams within MW as needed to help facilitate resolutions. • Work with key stakeholders and partners to co- deliver outcomes aligned to Melbourne Water services and performance objectives, including IWM and liveability opportunities. • Support and, where appropriate lead, the proactive development and enhancement of relationships with 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.	• Demonstrable involvement and influence in partnerships that contribute to performance objectives and service outcomes. • Contribute to the delivery of an actions in an annual customer plan for area of responsibility.
Future readiness • Assist with the development and implementation of a future readiness plan.	• Demonstrated input to the future readiness plan.
Team performance • Work co-operatively with team members, at the direction of the Area Manager, to ensure team performance objectives are met, including culture and engagement targets. • Foster positive working relationships between WCS, delivery partners and other parts of Melbourne Water. • Supervise and guide a diverse program of works by team members, including novel and complex work across various functions and disciplines.	• Support activities and actions that contribute to positive employee culture and engagement survey results • Demonstrated leadership and involvement in relevant actions to support the delivery of relevant business improvements in WCS and Melbourne Water • Demonstrated constructive behaviours in managing interactions between WCS and

MELBOURNE WATER POSITION DESCRIPTION

Service and Program Lead

• Support and, where appropriate, lead the implementation of change, as required, within WCS, including business improvement initiatives.	delivery partners as part of works program delivery. • Demonstrated involvement in the delivery of staff engagement and alignment with the strategic direction of the business.
Incident Response • Support the development of the capability of the team to respond to incidents and assist with improvement activities related to incident management. • Support and, where appropriate lead, the response and recovery phase of incidents as directed (e.g. as Incident Controller, Agency Commander or other appropriate role in the incident structure).	• Effective incident response and recovery in line with GEMs and underpinning plans. • Demonstrated involvement in incident investigations and debriefs.
Safety & Wellbeing • 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. • Support 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 • 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	• Demonstrated safety and wellbeing leadership. • Safety related service requests resolved in a timely manner. • Demonstrable use of the hierarchy of control principles to improve safety and wellbeing.
Compliance and Enforcement • Support and, where appropriate, lead compliance investigations and resolution including issuing of notices, prosecutions and PINs across W&CS for breaches of the Water Act 1989.	• Actions delivered satisfy statement of obligations.
Planning Policy, Reporting and Referrals • Support the team with statutory and non-statutory referral responses in line with required timelines. • Provide input to state policy development and ensure consistent alignment with MW policies, procedures and strategies. • Provide input as needed into relevant external (non-MW) strategies that are aligned with, or impact, MW and WCS services and strategies.	• Demonstrated evidence of providing relevant input on planning matters. • Demonstrated evidence that support has been provided to the team to provide timely and effective advice on planning referrals.

MELBOURNE WATER POSITION DESCRIPTION

Service and Program Lead

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- An ability to guide and support team members in the resolution of complex technical and customer-related issues.
- Extensive experience applying specialist knowledge and judgement across a broad range of disciplines and fields employed in the management of waterway, catchment, drainage and land assets.
- An ability to apply appropriate, sometimes novel solutions to a range of complex problems, drawing on individual's theoretical knowledge/expertise/vocational training and knowledge of industry practices/precedents.
- Effective decision-making skills and program management employing data/evidence based approach.
- Extensive experience, knowledge and understanding of the underlying principles in at least some of the following disciplines – natural resource management/ecology, waterway, drainage, land and civil asset management, flood management / services and statutory planning.
- An ability to work in a dynamic environment, with constantly changing and evolving demands. Experience motivating team members and ensuring consistent outcomes.
- Experience leading the development of effective customer relationships.
- Highly developed interpersonal skills, together with high level verbal and written communication skills.
- An ability to work independently with limited supervision, setting own priorities, under broad direction.
- An ability to influence and negotiate appropriate outcomes, particularly in sensitive and complex circumstances.
- A comprehension of asset and risk management principles.
- An ability to critically review work, provide expertise and knowledge to develop standards, processes and procedures.

KEY RELATIONSHIPS:

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:

- Delivery
- Service & Asset Lifecycle
- Service Futures
- Customer, Community & External Affairs
- Corporate services
- People & Transformation

External

- Private landholders
- Local Government
- Department of Energy, Environment and Climate Action
- EPA
- Emergency services (e.g. FRV, CFA)
- Parks Victoria
- Southern Rural Water
- Community Groups

MELBOURNE WATER POSITION DESCRIPTION

Service and Program Lead

- Direct and general service customers

SALARY RANGE:

- EA salary level 7

OTHER COMMENTS:

This role requires the following:

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

Location: North East Regional Office (Croydon) OR South East Regional Office (Bangholme)

Time will be spent at both Docklands and regional offices as required.