

**MW ROLE MANDATE**

Date assessed: January 2025



<b>Position</b>	<b>Senior Manager Flood and Drainage</b>	<b>Reports to</b>	<b>General Manager Service Strategy</b>			<b>Group</b>	<b>3</b>
<b>Division</b>	<b>Service Futures</b>	<b>Span of Control</b>	Direct Reports: 2	Indirect Reports: 3-10	<b>Grade</b>	<b>18</b>	
<b>Role Purpose</b>					<b>Measures of Success</b>		
<p>The Senior Manager Flood and Drainage is accountable to General Manager, Service Strategy for leading the business through the development and implementation of the Flood Management Strategy to ensure responsiveness to a changing urban environment. The role provides strategic leadership and direction in preparing adaptive plans that enable efficient delivery of agreed service outcomes and drive performance of flood and drainage services, to protect our community and environment. The role works closely with the Senior Managers in Service Strategy to enable efficient delivery of agreed service outcomes and drive performance of all services with partner organisations.</p>					<p><b>Time focus:</b> <i>(see detail over page)</i></p> <p>5% Influencer      5% Strategist 30% People        60% Driver</p>		
<b>Key Individual Accountabilities</b>					<b>Qualifications &amp; Experience</b>		
<ul style="list-style-type: none"> <li>Lead the development and implementation of the Flood Management Strategy for Port Phillip and Westernport across the business.</li> <li>Prepare adaptive plans (Catchment Scale Flood Plans) to ensure adaptive plans enable efficient delivery of agreed service outcomes and drive performance of flood and drainage services.</li> <li>Collaborate across the business and with partners to ensure the strategies and plans are designed with integrated strategic delivery and implementation at the core.</li> <li>Promote the Flood Management Strategy vision internally and externally to ensure achievement of objectives and outcomes.</li> <li>Proactively build knowledge of the status of threats to flood service and drainage assets at a regional level to ensure Melbourne Water is able to effectively respond to a changing urban environment, and contribute to State level knowledge gaps.</li> <li>Undertake analysis and prepare positions on potential future opportunities or impacts on the flood and drainage services.</li> <li>Build and manage key relationships with internal and external stakeholders.</li> <li>In collaboration with co-delivery partners, review progress against strategic goals and identify adaptive management priorities, including improvements to state or local regulations, policies, incentives and partnerships across flood and drainage service.</li> <li>Create work programs, prepare cases for change, board level reports, presentations and verbal and written material of executive standard.</li> <li>Lead continuous improvement by tracking performance, encouraging innovation, implementing change and efficiencies across the teams.</li> <li>Foster a high performance and safe culture by setting clear goals and objectives, holding people accountable and effectively managing performance against key deliverables.</li> <li>Manage resources across programs of work to deliver best for organisation and community outcomes.</li> <li>Provide coaching and leadership to support professional development, and develop colleagues at all levels of the business.</li> </ul>					<ul style="list-style-type: none"> <li>Extensive experience in flood, drainage, stormwater or waterways leadership role in a local, state or federal government agency.</li> <li>Tertiary qualification in engineering, science, urban planning or economics (or similar).</li> <li>Extensive experience in strategic planning in the water, natural resources or equivalent industry.</li> <li>Significant knowledge and experience in the application of legislation, policy, planning instruments. and strategies for drainage and flood management.</li> <li>Experience in building and maintaining strong and partnerships.</li> <li>Experience building, developing and leading high performing teams.</li> <li>Experience in change leadership.</li> <li>Proven consultation, negotiation and influencing skills.</li> </ul>		
<b>Key Shared Accountabilities</b>					<b>Leadership Behaviours</b>		
<ul style="list-style-type: none"> <li><b>Our People:</b> <i>Engagement Scores, NNWW, Performance Management, Resource Planning, Team Succession Planning</i></li> <li><b>Financial Sustainability:</b> <i>Overall MW Budget and Business plan deliverables</i></li> <li><b>Customer and Community:</b> <i>Team NPS score as a service; Team Customer Satisfaction and Reputation Scores</i></li> <li><b>Safety Leadership:</b> <i>TRIFR, HPIFR, Claims costs and Safety Scores from C&amp;E survey</i></li> </ul>					<ul style="list-style-type: none"> <li>Professional Leadership mind-set and behaviour</li> <li>Agent of Culture - Inspire through role modelling of values, mind-sets and habits to bring to life our desired culture</li> </ul>		



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<ul style="list-style-type: none"> <li>• <b>Vision and Purpose:</b> <i>Communicates and inspires a shared Team vision and strategic direction</i></li> <li>• <b>Risk:</b> <i>Ensures proactive oversight, governance and assessment of risk management consistent with the Risk Management framework.</i></li> </ul>		<ul style="list-style-type: none"> <li>• Maturity and judgement necessary to contribute to complex decision making</li> <li>• High energy to take action and drive business results</li> <li>• Ability to lead change and communicate with a diverse range of stakeholders</li> <li>• High level communication, relationship management, negotiation and influencing skills</li> <li>• Highest standards of professional ethics</li> </ul>
Decision Rights – Owns	Decision Rights - Influences	
<ul style="list-style-type: none"> <li>• Execution of Team Strategy and business plan deliverables</li> <li>• Team’s operational budget</li> <li>• Approval of financial expenditure (within delegated authority)</li> <li>• Team structure within agreed Corporate Plan FTE &amp; budget</li> <li>• Team succession planning</li> <li>• Regulator responses and management</li> </ul>	<ul style="list-style-type: none"> <li>• Embedding a Safety culture across the organisation</li> </ul>	

Time Focus			
Influencer	Strategist	People	Driver
<ul style="list-style-type: none"> <li>• Influence change across your team and organisation to accelerate strategy execution, mind-set change and accountability</li> <li>• Build strategic internal and external relationships i.e. across business and relevant external markets (peers, customers, partners, govt.)</li> <li>• Ensure Board confidence in division</li> <li>• Support General Manager/Chief/Head of</li> </ul>	<ul style="list-style-type: none"> <li>• Position your business and the enterprise for the future</li> <li>• Use foresight thinking for innovation. Bring business knowledge, continuous improvement and insight to create distinctive value</li> <li>• Have a point of view on strategic business issues and challenges</li> <li>• Take action to maximise opportunities created by the changing business environment, for the business</li> <li>• Act to support the overall strategy – commercial, market, customer and people – while managing the impact on own team</li> </ul>	<ul style="list-style-type: none"> <li>• Leading, coaching and inspiring</li> <li>• Recruiting the right talent to ensure strategy execution</li> <li>• Engaged teams</li> </ul>	<ul style="list-style-type: none"> <li>• Focus on efficient operation of business, ensuring risk, compliance and customer outcomes are delivered</li> <li>• Driving operational effectiveness, process improvement, achieving budget targets, and ensure consistent audit outcomes</li> </ul>

