

MELBOURNE WATER POSITION DESCRIPTION

Bayside & Dandenong Area Manager

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Manager, Waterway & Catchment Services South East	This role has up to 8 team members, all of whom are direct reports.

THIS ROLE EXISTS TO: (PURPOSE)

- 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:
 - 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 required to continually demonstrate value and provide high quality service outcomes both in the short term (reliable today and the future (ready for tomorrow)).
- Align with key stakeholders to co-deliver initiatives that enhance performance objective outcomes, including those specified by the Regional Catchment Strategy, Healthy Waterways Strategy & Flood Strategy.
- Significantly influence, and support where applicable, partners and stakeholders to undertake initiatives and activities that contribute to MW service outcomes and strategic performance objectives

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.

Job level: Hay 17

Assessed by: P&C

Date Assessed: June 2022

Last reviewed date:

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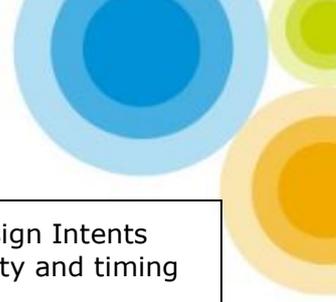
- Drive step change in service delivery outcomes in-line with Melbourne Water’s obligations, performance objectives and levels of service
- Evolve and execute Melbourne Water’s catchment, waterways and drainage investment plan and service offerings in conjunction with the rest of the business, key co-delivery 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.
- 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

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 • 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 are responded to within required timeframes. 	<ul style="list-style-type: none"> • Achievement of reputation survey objectives for applicable customer segments • Customer LOS outcomes are met • Customer response timeframes consistently met

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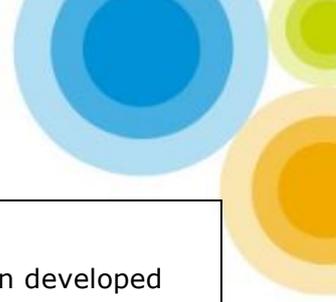


<p>Program Delivery</p> <ul style="list-style-type: none"> • Ensure an appropriate pipeline of works and initiatives that achieve the required strategic performance objectives • Initiation and delivery of relevant programs of work in line with guidance provided by Asset Management Services, optimised 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"> • Low Risk Capital Design Intents meet strategic, quality and timing objectives. • A minimum of 30% surplus Low Risk Capital DI by cost at any given time. • Optimum balance between maintenance program components (PM, CM, BM). • Maintenance programming meets 30/60/90 day planning cycle • Incentives effectively delivered in line with performance objectives. • Referral response within required timeframe. • within defined tolerances. • Recognition from executive management of proactive approach, thoroughness and ability to drive confidence regarding program delivery. • Prepare monthly and annual reports on program delivery effectiveness
<p>Relationship Management & Co-delivery</p> <ul style="list-style-type: none"> • Identifying, understanding and responding to key stakeholder needs and expectations. • Lead management and resolution of complex stakeholder issues for key customer segments • Negotiate with and influence stakeholders and delivery partners to align investment and undertake initiatives and activities that contribute to performance objectives • Create 'placed based' opportunities to partner with delivery partners opportunities to create customer value • Proactively develop and enhance relationships with senior counterparts within Councils, Park Victoria, State Government and other key stakeholders to maintain trust and confidence in MWs ability to deliver required core services and partnerships. 	<ul style="list-style-type: none"> • Demonstrable partnerships and areas influenced that contribute to performance objectives.

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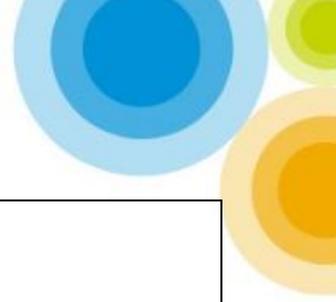


<p>Future readiness</p> <ul style="list-style-type: none"> • Understand the broader operating environment (internal and external), future trends and potential future scenarios. • Develop the teams capabilities and readiness to adapt to the changing landscape and future service levels • Influence broadly 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. • 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 • 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 	<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 • 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

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<ul style="list-style-type: none"> Undertake agreed formal performance management actions and activities 	
<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 flood plains. Pollution response Asset failure or performance issues Lead the response and recovery phase of incidents as directed (e.g. as Incident Manager). 	<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.
<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 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 	<ul style="list-style-type: none"> Demonstrated safety and wellbeing leadership Achievement of high safety employee and engagement scores 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

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
- Demonstrated ability to establish clear accountabilities for team members based on performance metrics, driving high performance and holding people accountable for their roles.

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- 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
- 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.
- An strong understanding of natural resource management, catchment & waterway planning and rehabilitation, civil engineering, and statutory planning.

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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

- Waterways and Catchment Operations
- Asset Management Services
- Infrastructure Operations
- Various Integrated Planning and Customer & Strategy teams
- Commercial & Business Services
- Safety, Health, Environment and Quality
- Legal

EXTERNAL

- Local Government
- Department of Environment, Water, Land and Planning
- EPA
- Parks Victoria
- 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 South East Regional Office, Bangholme, 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.