MW ROLE MANDATE - Technical Leader

Position	**Specialist Service Planner (Water Transfer Programs)**	**Reports to**	**Manager Service Programs Water Harvest & Transfer**			**Group**	**3**
Division	**Service & Asset Lifecycle**	**Span of Control**	Direct Reports:	0	Indirect Reports: 0	**Grade**	**16**

Role Purpose

The Specialist Service Planner (Water Transfer Programs) is accountable to the Manager Service Programs Water Harvest & Transfer for developing and reviewing medium to long term programs of work across the water transfer portfolio in collaboration with relevant internal and external stakeholders. The role ensures Melbourne Water has an optimised, fit for purpose approach to the management and prioritisation of its water transfer assets, balancing out the organisation's risks, service needs and environmental commitments.

Measures of success

Time focus: *(see detail over page)*

5% Influencer 5% Strategist
45% Contributor 45% Driver

Key individual accountabilities

- Lead the identification and implementation of improvements and innovations which contribute to increased asset management program maturity, as well as providing clear direction on delivery prioritisation and risk management in compliance with Melbourne Water frameworks.
- Provide comprehensive technical expertise in relation to strategic asset program management concepts, asset management maturity, and business processes into projects and/or business groups as required.
- Interpret *Service Master Plans* into Technical Objectives at a system and major asset level, including the development and maintenance of *Asset Management Plans*.
- Lead the development of programs of investment to implement required management regimes (including major interventions outlined through the development of Business Needs Identifiers (BNIs) and Allocations business cases) to assist with preparation of pricing submission(s) and ongoing management of approved programs for current price period.
- Lead the development of program performance objectives for the Water Transfer service portfolio, and collaborate with others across the business to monitor, assess and respond to Program performance.
- Provide technical judgement and expertise to support the prioritisation of capital, non-asset and maintenance investment programs for the Water Transfer service portfolio.
- Support the review of service risk profiles across various asset portfolios and support the preparation of the annual *Service Capability Report* for those services.
- Provide technical support and mentorship to Senior Service Planners and Service Planners
- Ensure the consistent application of asset management processes and procedures, while proactively driving improvements to systems, processes and procedures within existing policy guidelines to support effective asset management outcomes.
- Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives

Qualifications & Experience

- Tertiary degree in relevant engineering (or related) field and demonstrated industry experience
- Active engineering registration in a related discipline is required.
- Extensive experience and knowledge of asset management and planning, risk assessment, management and prioritisation techniques.
- Extensive experience supporting and/or implementing asset management program processes and tools.
- Experience in managing infrastructure assets.
- Technical leadership experience , providing guidance in relation to complex works, projects and programs.

MW ROLE MANDATE - Technical Leader

Key shared accountabilities	Technical capability
• **Our People:** *Engagement Scores, Structured Hybrid, role model MW values & behaviours* • **Financial Sustainability:** *Program/project Budget and Corporate plan deliverables (where applicable)* • **Customer and Community***: Divisions internal NPS score as a service; Overall MW Customer Satisfaction and Reputation Scores (where applicable)* • **Safety Leadership:** *Understand and follow the processes and procedures in line with our Integrated Management System (IMS)* • **Vision and Purpose:** *Communicates and inspires a team vision that drives alignment & commitment to MW Vision & Strategy* • **Risk:** *Ensures proactive oversight, governance and assessment of risk management consistent with the Risk Management framework.*	• Knowledge and proven experience in Whole of Life Asset Management and large scale infrastructure planning. • Experience and knowledge of good practice in either asset management, project management or asset planning processes, risk assessment and management techniques. • Understanding of and some experience in water transfer networks. • Strong financial and commercial acumen skills Working knowledge of prioritisation models as it applies to portfolio and risk management • Proficiency in the use and application of Asset Management systems (e.g. MAXIMO, Altus, Microsoft 365, etc.) • Ability to critically explore and analyse solution options and associated financials (e.g. NPV, construction estimates)

Decision Rights – owns	Decision Rights - influences
• Implementations of engineering design review outcome recommendations • KPI's associated with project deliverables and timeliness i.e. project key milestones • Distribution of work to service providers • Development of business cases and keeping program OPEX and CAPEX forecasting current. • Project financial management • Change Management Process	• Corporate Technical Guidelines • Water transfer strategic framework • Team technical training • Project development and process compliance • Creating business cases and keeping program forecasting current

Time Focus			
Influencer	**Strategist**	**Contributor**	**Driver**
• Influence change across your team and the organisation to accelerate strategy execution, mindset change and accountability. • Build strategic relationships across the organisation and relevant external markets (peers, partners, govt.). • Support business leadership	• Position your team and the organisation for the future (Future Focus), using foresight for innovation • Development of medium to long term programs for water transfer risk management/reduction.	• Contribute to achieving team and business goals • Implement a high standard of project management and technical skills in delivering business and community outcomes on highly complex projects • Contribute to knowledge sharing and development of less experienced colleagues in the understanding of our AMIS systems. • Contribute to achieving KPIs as set out in MW business plan • Contribute to the technical capability and development of the team	• Focus on efficient operation of business, ensuring risk, compliance and customer outcomes are delivered. • Driving operational effectiveness, process improvement, achieving capital spend targets, and ensure consistent audit outcomes

Melbourne Water