MW ROLE MANDATE - Technical Leader

Position	**EPP Maintenance Program Manager**	**Reports to**	**Head of Business Transformation & Effectiveness**					**Group**	**3**
Portfolio	**People & Transformation**	**Span of Control**	Direct Reports:	0	Indirect Reports:	0		**Grade**	**17**

Role Purpose

Lead the end-to-end delivery and program management of the Enterprise Productivity Program (EPP) Maintenance workstream, ensuring effective governance, coordination, risk management, stakeholder alignment, and benefits delivery. The role is accountable for translating strategic objectives into executable plans, driving progress across multiple initiatives, and ensuring the successful implementation of program outcomes that contribute to Melbourne Water's enterprise productivity and financial sustainability objectives.

Measures of success

Time focus: *(see detail over page)*

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

Key individual accountabilities

Program Management

- Lead the delivery of the Enterprise Productivity Program (EPP) Maintenance workstream delivery, establishing and maintaining the program roadmap, delivery plans, governance frameworks and controls required to achieve agreed outcomes and benefits.

Team Leadership

- Provide leadership, direction and coordination across initiative owners, subject matter experts and delivery resources to drive accountability, collaboration and high performance, ensuring initiatives are delivered effectively and aligned to EPP objectives across the workstream.
- Providing leadership that fosters a culture of safety, wellbeing and inclusion, while building capability and driving high performance.

Governance & Reporting

- Establish and maintain robust governance, reporting and assurance processes, including the proactive management of risks, issues
- Provide clear performance insights and recommendations to support sponsors and governance forums.

Resource & Delivery Coordination

- Manage resources, dependencies and delivery priorities across multiple initiatives to optimise workstream performance and maintain delivery momentum.

Communication & Change

- Oversee stakeholder engagement, communications and change activities to support successful implementation and sustained adoption of program outcomes.

Benefits Realisation

- Oversee the identification, tracking and reporting of benefits management requirements, ensuring benefits are realised, measured and embedded through effective transition to business-as-usual ownership and accountability.

Qualifications & Experience

- Tertiary qualification in Business, Commerce, Engineering, Project Management or a related discipline.
- Recognised program/project management qualification (MSP, PgMP, PRINCE2 Practitioner, PMP or equivalent
- Change or continuous improvement credentials are desirable.
- Extensive experience leading complex, multi-project programs in a large operational or asset-intensive organisation.
- Demonstrated experience in integrated planning, governance, financial management, risk and benefits realisation.
- Demonstrated ability to lead cross-functional teams and influence senior stakeholders without direct authority.
- Maintenance, engineering, utilities or industrial-sector experience is highly desirable.
- Experience with maintenance or asset management professions is desirable.

Melbourne Water

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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.*		• Advanced knowledge of program and project management methodologies (e.g. MSP, PRINCE2, PMBOK, Agile, Hybrid delivery models). • Strong capability in dependency management, delivery coordination and integrated planning. • Knowledge of program assurance, audit requirements and compliance practices. • Expertise in benefits identification, planning, tracking and reporting. • Understanding of cost-benefit analysis, investment evaluation and business case assessment. • Advanced stakeholder engagement, facilitation and change management skills, with the ability to influence outcomes across diverse business and operational groups.
Decision Rights – owns	**Decision Rights - influences**	
• Program established with clear governance, ownership and delivery controls. • Agreed outcomes delivered within approved scope, budget and schedule. • Integrated delivery approach, plan and controls within approved parameters. • Day-to-day coordination, reporting and use of approved resources. • Benefits validated, realised and transitioned to business owners. • Recommendations to remediate, pause or escalate work at risk. • Changes embedded without compromising safety, service or asset outcomes.	• Program priorities, scope, investment and material re-baselining. • Cross-program dependencies and operational resource trade-offs. • Enduring ownership, governance and transition to BAU.	

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.	• Contribute to achieving team and business goals.	• 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.

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