

# MELBOURNE WATER POSITION DESCRIPTION

## Team Leader Process & Technical Support

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Manager - Eastern Treatment Plant	This role has 3 direct reports, 3 indirect reports
THIS ROLE EXISTS TO: (PURPOSE)	
<p>The Team Leader Process and Technical Support role is responsible for :</p> <ul style="list-style-type: none"><li>• Providing technical leadership to optimised process and plant performance ensuring consistent and compliant delivery of sewage treatment and recycled water services</li><li>• Ensuring compliant application of Melbourne Water’s management systems (Quality, Environment, HACCP, Safety and MHF) to support ETP’s Service Delivery outcomes</li><li>• Influencing and working collaboratively with other parts of the business to gain strategic alignment and ensuring new assets are conceived, designed, constructed and integrated to meet ETP’s current and future operational needs</li><li>• Managing risks and delivering strategic improvements consistent with ETP’s Major Hazard Facility (MHF) obligations.</li></ul>	
KEY ACCOUNTABILITIES:	
<p><b>Health, Safety and Environment</b></p> <ul style="list-style-type: none"><li>• Taking responsibility for own and colleagues’ Health and Safety by demonstrating commitment to Melbourne Water’s safety commitments.</li><li>• Actively promote and foster constructive behaviours to enhance Melbourne Water’s organisational and safety culture, including driving process safety.</li><li>• Manage incident response, oversee root cause investigations and provide advice and direction as required on the operating parameters for the whole of the treatment facility including appropriate management and use of Melbourne Water’s incident management processes.</li></ul> <p><b>Operations and Continuous Improvement</b></p> <ul style="list-style-type: none"><li>• Drive consistency and ongoing improvement of ETP’s treatment of sewage, supply of recycled water and environmental compliance</li><li>• Influence strategic alignment across the business in terms of ETPs current and future process and asset needs working closely with peer operational, maintenance, asset management and planning teams</li><li>• Establishing vision for automation and driving the adoption of contemporary automation and process control methodologies.</li><li>• Setting priorities and taking responsibility for projects and budgets that support ETP’s service delivery objectives.</li></ul> <p><b>Leadership</b></p> <ul style="list-style-type: none"><li>• Working with multidisciplinary teams to influence business outcomes at the team and group level</li><li>• Provide clear directions and ensure all members within the teams have appropriate training, skills and tools.</li><li>• Lead a high performing team and ensure all employees have effective Performance Plans and Career Development Plans.</li><li>• Effective risk management, minimising negative risks to tolerable levels and maximise opportunities, ensuring successful achievement of our strategic and operational objectives.</li><li>• Participate as required in a roster as Duty Manager, which provides Melbourne Water with “out-of-hours” management of the ETP / wider sewerage system. This includes response to emergencies and incidents on behalf of Melbourne Water.</li></ul>	

Job level: Hay 17  
Assessed by: P&C  
Date Assessed: June 2021  
Last reviewed date: April 2022

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KEY RESPONSIBILITIES	KPIs
<p>Safety and Wellbeing</p> <ul style="list-style-type: none"> <li>Demonstrate leadership supporting Melbourne Water's safety commitments</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrated health and safety leadership as agreed in Performance Plan</li> <li>Assurance Tasks are completed and are managed in accordance with MW's Safety Management System</li> <li>Lead and lag indicators for team and ETP are achieved</li> </ul>
<p>Inspired People</p> <ul style="list-style-type: none"> <li>Improve employee engagement</li> <li>Creating an environment where team members can reach their full potential</li> <li>Lead a high performing team culture</li> <li>Ensure all members within the teams have appropriate training, skills and tools to perform their roles competently</li> </ul>	<ul style="list-style-type: none"> <li>Contribute to improved employee engagement outcome</li> <li>Ensure all employees have effective Performance Plans and Career Development Plans</li> </ul>
<p>Business Sustainability</p> <ul style="list-style-type: none"> <li>Manage team expenditure in accordance with the Infrastructure Operations Business Plan</li> <li>Develop initiatives to reduce operational costs and improve service outcomes</li> <li>Identify and support the implementation of projects, which deliver improved financial outcomes to ETP and more broadly across Infrastructure Operations</li> </ul>	<ul style="list-style-type: none"> <li>ETP financial year end expenditure is within budget</li> <li>Development and delivery of a steady pipeline of process related efficiency projects which deliver year on year efficiency gains</li> </ul>
<p>Capital Development</p> <ul style="list-style-type: none"> <li>Projects have appropriately assigned Operations Representatives</li> <li>Operations (production, process and maintenance) outcomes are well represented within projects</li> <li>Required OPEX and resourcing is budgeted for throughout the projects phases and into operations</li> </ul>	<ul style="list-style-type: none"> <li>Major projects delivered, commissioned and handed over with benefits realised and operational systems and processes sustainably integrated</li> <li>No unplanned adverse OPEX impacts resulting from newly delivered major projects</li> </ul>
<p>Customer Focus/Reputation and Environment</p> <ul style="list-style-type: none"> <li>Support constructive internal and external customer/ stakeholder/ community relationships</li> <li>Deliver Class A recycled water to customers compliant with RWQMP, HACCP and EPA Licence requirements</li> </ul>	<ul style="list-style-type: none"> <li>Achieve performance plan reputation scores</li> <li>100% compliance with the EPA licence</li> <li>100% compliance with bulk recycled water supply agreements</li> </ul>

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<p>Operations Continuous Improvement</p> <ul style="list-style-type: none"><li>• Influence strategic alignment across the business in terms of ETPs current and future process and asset needs working closely with peer operational, maintenance, asset management and planning teams.</li><li>• Ensure ETP's processes are effective and demonstrate compliance with Melbourne Water's procedures and management systems (Quality, Environment, HACCP, Safety, MHF)</li><li>• Lead the development and delivery of Data Analytics, System Automation and other Infrastructure Operations improvement initiatives at ETP</li><li>• Identify and deliver initiatives that improve reliability of recycled water supply and reduced life cycle cost at ETP</li><li>• Ensure team provides process and asset technical support for operations – including troubleshooting and root cause within their area of expertise</li><li>• Ensure strategies and operating envelopes are optimised to effectively manage risks, costs and Level of Service.</li></ul>	<ul style="list-style-type: none"><li>• Technical business priorities reflect the needs of ETP</li><li>• Ongoing certification of our Management Systems</li><li>• Infrastructure Operations change initiatives deliver agreed objectives</li><li>• Data is utilized effectively to drive performance improvements and investment focus</li></ul>
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### SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- People management and leadership
- Ability to provide leadership to technical and non-technical professionals
- Well-developed presentation and communication skills
- Comprehensive experience with sewage or water treatment processes
- Experience with management systems (Quality, Environment, HACCP, Safety)
- A sound knowledge of the regulatory environment as it applies to the water industry and Major Hazard Facilities
- A demonstrated ability to liaise with regulators, internal and external stakeholders and manage external resources and contractors

### 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

- The Team Leader Process & Technical Support works with people at all levels at ETP and within the organisation. Key Internal stakeholders include Team Leaders and their teams from Infrastructure Operations, Integrated Planning, Asset Management Services, Major Program Delivery, Safety and Research and Technology.

#### EXTERNAL

- This role requires the development of strong working relationships with South East Water and TopAq for the provision of Class A recycled water, the EPA for environmental licence requirements, WorkSafe, members of the community and Melbourne Water service providers.

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### 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:

- A relevant tertiary qualification, or higher, in an engineering discipline or related field.
- Criminal Records Check / Pre-employment health assessment

Location: Eastern Treatment Plant, Bangholme

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