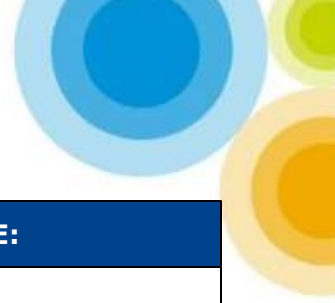


MELBOURNE WATER POSITION DESCRIPTION

Administration and Operational Support Officer, Water Supply



REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Team Leader, Quality and Process Improvement	None
THIS ROLE EXISTS TO: (PURPOSE)	
<p>This role exists to provide Administration and Operational Support to the broader Water Supply Team. The role will also lead continuous improvement activities to the administrative function in Water Supply and is critical in assisting us meet customer, regulatory and financial obligations.</p>	
KEY ACCOUNTABILITIES:	
<p>The role of the Administration and Operational Support Officer is to</p> <ul style="list-style-type: none"> • Provide efficient administration and operational support to the Water Supply Team. • Identify and implement opportunities for efficiency and improvement across Water Supply administrative activities. • Key Water Supply point of contact for corporate administration improvement projects • Provide support and advice to the Water Supply management team on financial matters impacting across water supply. This includes annual budgeting and forecasting, accruals and financial management of the minor capital budget. • Operate as the financial system advice and support liaison person between Water Supply and the business finance team <p>The role is varied and the Administration and Operational Support Officer must demonstrate high levels of self-motivation and is expected to manage a variety of work activities and projects under limited supervision. Under general supervision the role requires management of challenging and multiple competing priorities. A good understanding of relevant stakeholders is essential.</p>	
KEY RESPONSIBILITIES	KPIs
<p>Safety and Safety Culture</p> <ul style="list-style-type: none"> • Support the delivery and management of Water Supply’s safety management system and other safety related systems. • Be willing to provide assistance and involvement in other projects and tasks when required, and assist in the ongoing continual improvement of a strong safety culture in Water Supply. 	<ul style="list-style-type: none"> • Safety management system actions completed on time.
<p>Continuous Improvement</p> <ul style="list-style-type: none"> • Support the team leader in identification and implementation of opportunities for administrative improvement within Water Supply. • Ensuring consistency in how administrative and operational support is provided across all operational teams. • Act as primary point of contact regarding admin work load and resourcing, including prioritization when required. • Point of contact for corporate administrative improvements such as induction, orientation, on boarding, etc. • Site support for the Training and Development team as required. 	<ul style="list-style-type: none"> • Develop and maintain register of agreed administrative team priorities, improvement initiatives, work hrs. etc.

Job level: EA 5
 Assessed by: P&C
 Date: October 2019

MELBOURNE WATER POSITION DESCRIPTION

Administration and Operational Support Officer, Water Supply

<p>Administrative and Operational Support</p> <ul style="list-style-type: none"> • Training and upskilling of administrative team members as required. • Coordinate and organize meetings, workshops, functions as required. • Information management and system support for Info, Q4, development and maintenance of various records and databases as required. • Visitor and contractor management, including inductions and Q4, on boarding and new starter requirements, electronic fobs, BiLock keys, access auditing, and general enquiries. • Office management, including printers, mail, deliveries etc. • Attend, coordinate and organise meetings, workshops and functions as required, including catering and accommodation where necessary. 	<ul style="list-style-type: none"> • Support for Training and Development provided • Coordination of Water Supply OH&S meeting and other meetings as required by the Water Supply Leadership Team • Quality feedback regarding service provided to operational teams.
<p>Financial Management</p> <ul style="list-style-type: none"> • Support Water Supply management team in development of annual budgets, forecasting and monthly accruals. • Financial management of the Water Supply minor capital budget. • Invoicing and purchase orders as required. 	<ul style="list-style-type: none"> • All purchase orders and invoices processed within due dates. • Water supply accruals accurate and completed on time. • Water Supply budget forecasts are reviewed and updated monthly and as required • Provide PAT codes, financial cost reporting (FCR) function and annual close out of Water Supply minor capital budget.

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

Essential

- The ability to work proactively with minimal supervision.
- Detailed understanding of Melbourne Water's systems and processes and how they interact with Water Supply Operations.
- Expert knowledge and usage of Corporate Systems (e.g. Finance 1, Learning Tank and other computer applications, such as Word, Excel, PowerPoint, and Email).
- Ability to write clear and well-presented memos, reports, and other various documents.
- Understanding of financial processes, including budgeting, forecasting, accruals and capital financial cost reporting (FCR).
- Demonstrated customer service capabilities and experience.
- Demonstrated ability to work in a systematic, well-organised way to complete tasks according to priorities.

Desirable

- Relevant administration qualifications.
- First Aid Certificate Level I or II.

Job level: EA 5
 Assessed by: P&C
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MELBOURNE WATER POSITION DESCRIPTION

Administration and Operational Support Officer, Water Supply



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 Administration and Operational Support Officer will need to work in a team environment and have regular interaction with Water Supply Operators and Team Leaders in order to monitor workloads, allocate tasks, solve problems, and establish priorities. In addition, there will be regular contact with other areas of the organisation.
- At various times the Administration and Operational Support Officer will be asked to represent their team in meetings involving wider organisational issues, such as OH&S meetings, planned projects or systems improvements.

EXTERNAL

- The Administration and Operational Support Coordinator may have interaction with Retail Water Companies, external contractors, Vic Roads, CFA, the Police, and other utilities and authorities.

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:

- Current drivers licence.

Location: Work location is flexible but primarily located at the Silvan and/or Winneke office(s).