

MELBOURNE WATER POSITION DESCRIPTION

Area Lead, Process & Plant Improvements



REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Team Leader, Process & Technical Support	This role has 4 direct reports
THIS ROLE EXISTS TO: (PURPOSE)	
<p>The Area Lead, Process & Plant Improvements role is responsible for ensuring the Process & Plant Improvement team:</p> <ul style="list-style-type: none"> • Provides technical support for optimised process and plant performance. • Initiates and drives improvements which deliver increased performance with respect to reliable sewage treatment and recycled water services, environmental and safety performance, community and customer expectations and reduced operational expenditure. • Delivers automation and technical advancement that support the Eastern Treatment Plant’s business objectives. 	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none"> • Taking responsibility for own and colleagues’ Health and Safety by demonstrating commitment to Melbourne Water’s safety commitments • Actively promote and foster constructive behaviours to enhance Melbourne Water’s organisational and safety culture, including driving process safety improvements • Setting priorities and taking responsibility for projects and budgets that support ETP’s service delivery objectives including managing ETP’s control system improvements budget • Identify and prioritise opportunities and focus resources to deliver process and plant improvement initiatives • Implement change in accordance with Management of Change and good change management approaches • Provide clear directions and ensure all team members have appropriate training, skills and tools • Lead a high performing team and ensure all employees have effective Performance Plans and Career Development Plans • Ensure compliance with all Melbourne Water systems, policies and procedures and specifically Occupational Health and Safety, Environment, Product Quality Management Systems • Manage incident response as required in accord with Melbourne Water’s incident management processes • Oversee and lead root cause investigations as required and provide advice and direction on the operating parameters for the whole of the treatment facility • Provide technical support for projects at Eastern Treatment Plant 	
KEY RESPONSIBILITIES	KPIs
<p>Safety people, safe assets</p> <ul style="list-style-type: none"> • Demonstrate leadership supporting Melbourne Water’s safety commitments • Ensures effective safety practices are understood, working and embedded in team activity 	<ul style="list-style-type: none"> • Demonstrated safety leadership as agreed in Performance Plan. • Team Assurance Tasks are completed.

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<p>Inspired people</p> <ul style="list-style-type: none"> Improving employee engagement Creating an environment that inspires team members where they can reach their full potential Lead high performing team to deliver strategic outcomes 	<ul style="list-style-type: none"> Year on year improvement in Engagement & Alignment survey results All team members have SMART job goals and development plans
<p>Financial Sustainability</p> <ul style="list-style-type: none"> Instigate and lead improvement initiatives that deliver improved financial outcomes Considers the commercial consequences of decisions on self, teams and on MW 	<ul style="list-style-type: none"> Achievement of agreed Performance Plan financial objectives Delivery of agreed stretch target projects
<p>Customer Focus</p> <ul style="list-style-type: none"> Proactively develop and maintain constructive internal and external relationships Encourages innovation and continuous improvement in customer service 	<ul style="list-style-type: none"> Achieve performance plan reputation scores Delivery of agreed projects to improve environmental and customer outcomes
<p>Continuous Improvement</p> <ul style="list-style-type: none"> Identify, prioritise and implement opportunities for improvement in treatment plant. Support Wholesale Services improvement initiatives, with specific focus on the continuous improvement initiatives such as the Operations of the Future initiative 	<ul style="list-style-type: none"> Achievement of optimisation initiatives as agreed in Performance Plan Wholesale Services change initiatives deliver agreed objectives

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- People management and leadership
- Ability to provide leadership to technical and non-technical professionals
- A demonstrated ability to liaise with internal and external stakeholders and manage external resources and contractors
- A commitment to leading by example and ongoing personal development
- Outstanding analytical skills and experience with setting operational benchmarks and KPIs
- Knowledge and experience of principles of wastewater and recycled water production treatment processes desirable
- Capability to proactively apply detailed knowledge and experience to solving difficult or abstract technical problems.
- Experience with control systems (such as PCS7)
- Ability to draw on industry knowledge and other industry resources, for example by conducting independent literature reviews and through established industry networks
- Excellent organisational skills with the ability to deliver outcomes within agreed timeframes under limited supervision
- Demonstrated ability to produce high quality reports and procedures. Well-developed presentation skills
- Well-developed interpersonal skills including the ability to proactively influence, lead and coordinate diverse groups and communicate with stakeholders
- Ability to apply technical knowledge and exercise judgement into decision making processes

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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

- ETP Wholesale Services Teams
- WTP, Water Supply and Sewerage Transfer Process Support Teams
- Asset Management Services
- Integrated Planning
- Major Program Delivery

EXTERNAL

- Service providers including Process Control (Synertec), Maintenance and Low Risk Capital (Programmed), Major Program Delivery contractors
- Customers – South East Water, TopAq, Yarra Valley Water
- Regulators – Particularly EPA, DoH
- External Auditors, consultants, contractors and the general public as required

SALARY RANGE:

- Hay Grade 16

OTHER COMMENTS:

This role requires the following:

- Substantive experience and expertise gained in previous positions
- Tertiary degree in chemical, process or mechanical engineering (alternative but equivalent qualifications may be considered for the role)
- Medical Assessment
- Current, full Victorian driver's license

Location: Eastern Treatment Plant, Bangholme