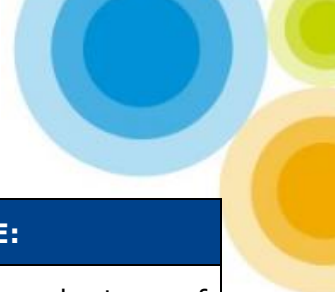


MELBOURNE WATER POSITION DESCRIPTION



TEAM LEADER FLOOD INFORMATION

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Manager, Catchment Asset Management	This role has 6 direct reports, and a broader team of 6 employees.
THIS ROLE EXISTS TO: (PURPOSE)	
Lead a team of hydrologic and hydraulic modelling professionals that manages, improves and maintains Melbourne Waters flood information and provide expert advice on flood information. The team will ensure Melbourne Water's flood information is developed and maintained to agreed standards (in line with the Port Phillip and Westernport Flood Strategy) including acquisition of additional flood information as determined by through risk based assessments or customer needs.	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none">• Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives.• Lead a Flood Information Team that is inspired, engaged and connected with the wider business to ensure a unified business outcomes are achieved.• Deliver effective workforce planning and management of performance and development.• Lead the ongoing development and implementation of the flood information program including delivery of the annual work programs covering flood modelling and flood mapping and providing information for planning, mitigation projects, other infrastructure projects, in addition to other "as requested" information requirements of the business or external customers.• Centralisation and oversight of the governance, management, delivery and quality of flood information across all Melbourne Water operations.• Alignment of the delivery of planning amendments with the development of new flood information, as required• Describe the service capability and associated service risk of flood information.• Establish and maintain the requisite standards, processes and management regimes for developing, managing and making available flood information across all Melbourne Water operations and key external stakeholders.• Take a customer service and leadership approach in delivering reduced flood risk and improved drainage outcomes across the region via the delivery of accurate, concise and timely information.• Build and maintain positive customer and stakeholder relationships.• Document best flood modelling and mapping practice, standards, and governance and maintenance regimes.• Provide specialist technical advice on flood information and guidance on best flood modelling and mapping practice.• Development of programs of works for execution by professional external service providers and ensuring innovation is applied to ensure improved efficiency and effectiveness in delivery of programs.	

Job level: Hay 17
Assessed by: P&C
Date Assessed: March 2018
Last reviewed date: April 2021

MELBOURNE WATER POSITION DESCRIPTION

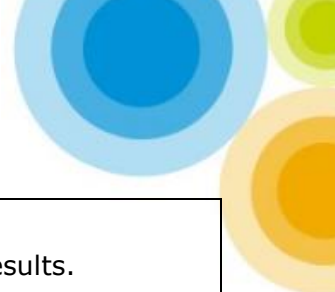


TEAM LEADER FLOOD INFORMATION

KEY RESPONSIBILITIES	KPIs
<p>Leads and develops people</p> <ul style="list-style-type: none"> Effectively lead and develop the team into a high performing team. Ensure the team has the necessary technical and project management skills and maintains a customer oriented service. Articulate a compelling and inspiring vision for the team that considers and integrates with the broader business vision. Develop and deliver a realistic team work plan. Actively manage team and individual performance and development. Provides an industry leadership role in relation to the development and use of flood mapping services. 	<ul style="list-style-type: none"> All employees have a performance and development plan that are regularly reviewed. Employee engagement results. 360 feedback results.
<p>Develop and implement the Flood Information program</p> <ul style="list-style-type: none"> Work constructively with Flood Services Team and the broader business to determine the flood modelling and flood mapping priorities. Work with the agreed partners to initiate and deliver the agreed flood mapping and flood modelling program ensuring that the program is realistic and effective. Work to align local government planning schemes with Melbourne Water flood information Establish and communicate clear procedures and processes for centralisation, development and prioritisation of the provision of flood information. 	<ul style="list-style-type: none"> Successful implementation of the Flood Information program. Deliver on agreed timelines, budget and quality. Ensure team has clear procedures and processes for delivering flood information.
<p>Flood Information Management</p> <ul style="list-style-type: none"> Lead and oversee the governance and management of flood information including storage, maintenance, accuracy, security, access and availability. Lead and oversee the quality and type of information being made available to internal and external customers. 	<ul style="list-style-type: none"> Our people are seen as world leaders in Flood Information Management through customer and stakeholder feedback. Up to date understanding of the service capability and service risk of Melbourne Water’s flood information. Contemporary information management governance and management practices are developed and managed.

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MELBOURNE WATER POSITION DESCRIPTION



TEAM LEADER FLOOD INFORMATION

<p>Customer Service</p> <ul style="list-style-type: none"> • Lead the team in understanding customer needs. • Oversee the provision of timely and fit for purpose information and advice. • Build strong and productive relationships. • Ensure connectivity of the flood services teams work with other internal teams requirements particularly in meeting the demands of external customers. 	<ul style="list-style-type: none"> • Reputation survey results.
<p>Generative Safety Culture</p> <ul style="list-style-type: none"> • Provide proactive Health and Safety Leadership and a personal commitment to generating a safety culture and to involving all team members in team health and safety plans. 	<ul style="list-style-type: none"> • Active contribution to the development and implementation of the teams and group’s Safety Management Plan and Safety Improvement Plan.

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

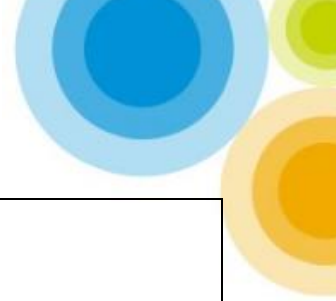
- Demonstrated experience leading teams and developing high performing teams.
- Extensive experience in developing effective networks in a diverse and complex multiagency delivery environment.
- Experience in managing flood and drainage information, including modelling and flood mapping.
- Extensive experience in delivering complex OPEX and CAPEX programs
- Extensive experience in managing consultants to deliver excellent projects and programs of works.
- Demonstrated problem solving and analytical skills which add value to business and customers.
- Demonstrated ability to develop strategies and improvement plans that align with broader business strategic direction to drive customer and commercial value.
- Extensive and proven communication and negotiation skills.
- Extensive coordination, prioritisation and time management skills to deliver agreed, long-term objectives while managing day-to-day challenges and work unsupervised.
- Resilient and capable of managing ambiguity.
- Demonstrated ability to identify a need for change and to lead change management positively
- Demonstrated ability to effectively communicate verbally and in writing with all stakeholders and to prepare and deliver information to an audience in a professional manner.
- Demonstrated experience in actively providing a healthy, safe and supportive work environment
- Demonstrated commitment to self-awareness, self-reflection and ongoing personal development.

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.

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MELBOURNE WATER POSITION DESCRIPTION



TEAM LEADER FLOOD INFORMATION

Internal

- Customer and Strategy
- Waterways and Catchment Operations
- Integrated Planning
- Safety
- Commercial & Technology Services

External

- Local Government
- Department of Environment, Land, Water and Planning
- State Emergency Services
- Bureau of Meteorology
- Land Development Industry
- Local community groups

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:

- Extensive experience and expertise gained through a senior management position.
- Tertiary qualification in engineering, project management, or related technical discipline.
- Victorian Driver's License.

Location: Flexible Working Arrangements and 990 Latrobe St, Docklands

Job level: Hay 17
Assessed by: P&C
Date Assessed: March 2018
Last reviewed date: April 2021