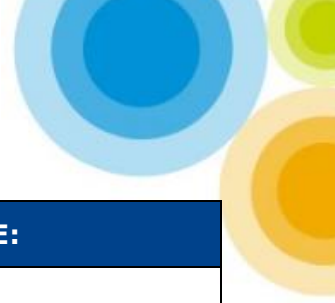


MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

Program Lead Maintenance



REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Manager Delivery	This role has Up to 9 direct reports
THIS ROLE EXISTS TO: (PURPOSE)	
<ul style="list-style-type: none">• Lead, mentor and provide professional expertise to a skilled team responsible for ensuring safe, and reliable delivery of the amenity program, including grass and civil maintenance activities.• Ensure the delivery and facilitation of efficient and effective maintenance (and where applicable, minor capital programs) through front line operational leadership, direction and support to team members, service providers and other contractors.• Ensure the delivery of the amenity program is enhanced, balanced and continuously improved to deliver the best outcome for operations, customers and key stakeholders.• Ensure the delivery of amenity program is within the allocated budget, and is optimised and continuously improved.• Ensure best practice techniques and processes are implemented.	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none">• Lead and manage the delivery of the amenity program for the region. This includes monitoring, reviewing, adjusting and improving to deliver maximum efficiency and value for the business.• Ensure continuous improvement in service outcomes, and productivity in delivery, whilst working collaboratively with team members and service providers to achieve customer, regulatory and financial objectives.• Ensure the safety and general wellbeing of self, staff, colleagues, and engaged service providers, through active and effective safety leadership, building a culture of zero harm, hazard identification and reduction, and continuous improvement.• Assisting with the recruitment process for full time, part time or fixed term roles within the team. This includes interviewing, on-boarding and inducting new starters.• Ensure the amenity program is delivered within budgets that have been negotiated and agreed with internal customers, and customers are kept up to date with robust cost forecasts and accruals.• Demonstrate transformational leadership behaviours amongst the amenity delivery team. This includes role modelling organisational values, inspiring a shared vision and enabling and empowering team members.	

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- Ensure all amenity Delivery team members have effective Performance Plans, Career Development Plans and all members within the team have appropriate training, skills and tools.
- Ensure compliance with all Melbourne Water systems, policies and procedures and, specifically, Occupational Health and Safety, Environment, Product Quality Management Systems.
- Participate in event response as directed, which may provide Melbourne Water with “out-of-hours” incident management, this includes coordinating the response to emergencies and incidents on behalf of Melbourne Water.
- Take accountability for delivering outstanding service, and seek to drive a high performance culture.
- Track performance against delivery metrics and undertake benchmarking, and implement amenity delivery program improvements and efficiencies.
- Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives.

KEY RESPONSIBILITIES	KPIs
<p>Delivery (as per schedule and budget)</p> <ul style="list-style-type: none">• Provide infield assurance, supervision and support for team members and contractors for the safe execution of scheduled works to achieve agreed outcomes and budget requirements• Provide technical expertise and knowledge relevant to specific works complexities (including catchment maintenance and fire preparedness, prevention and response)• Support planning of works to develop scopes and estimates in conjunction with relevant parties.• Proactively and collaboratively conduct hazard identification and risk assessments for the safety of team members and service providers• Review works scopes to ensuring the correct tools, plant and consumables are available for each job• Monitor and review execution of work including the quality of work• Manage work order administrative aspects to meet specified financial and reporting requirements• Identify relevant opportunities for improvement	<ul style="list-style-type: none">• Service delivery targets, safety and customer service quality KPI's as noted in agreed service levels and procedures• Accurate and timely reporting of all incidents, near misses and hazards• Customer feedback

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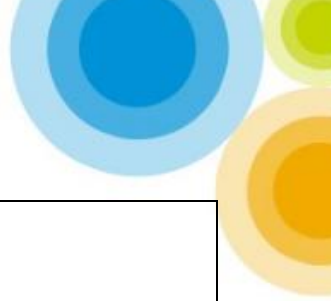
Program Lead Maintenance

<ul style="list-style-type: none"> • Provide administrative support to meet procurement policy requirements 	
<p>Leading Teams</p> <ul style="list-style-type: none"> • Supervise, motivate and support team members while building inclusive, enduring relationships with customers, internal teams and stakeholders • Instil a continuous improvement culture in team members to ensure new processes, tools and practices are adopted to drive business efficiencies • Provide effective and clear communication of expectations to leading hands, team members, colleagues and customers • Provide direction on team priorities by considering overall team goals and works program requirements • Support the Manager in team and staff development and people and program management • Provide technical support and expertise, workload management and guidance to team members • Lead by example and demonstrate Melbourne Water behaviours to foster a constructive team culture. • Demonstrate proactive Health and Safety leadership and a personal commitment to Health and Safety procedures, policies and plans 	<ul style="list-style-type: none"> • Agreed field based supervision level is provided • All relevant team members have a performance and development plan • Diversity of views is supported and constructive feedback is shared within the team’s interactions • Satisfactory achievement of team alignment and engagement scores • Accurate and timely reporting of all events including incidents, near misses and hazards
<p>Performance</p> <ul style="list-style-type: none"> • Contribute to regular works and program discussions with key internal teams to ensure agreed service level and business requirements are met • Facilitate and outline clear performance targets for individuals and the team • Monitor teams’ performance contributing to agreed levels of customer service and ensure these levels of service are met • Conduct required performance assessments of contractors in line with contractor management processes • Ensure all service providers, team members and casuals are inducted and competent to perform required tasks 	<ul style="list-style-type: none"> • Routine performance assessments of contractors • Service delivery targets, safety and customer service quality KPI’s as noted in agreed service levels and procedures • Accurate and timely reporting of all incidents, near misses and hazards • Regular team member one-to-one conversations.

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Program Lead Maintenance



<ul style="list-style-type: none">• Build and maintain collaborative, constructive relationships with stakeholders and key internal teams• Resolve relevant complaints and address team member behavioural issues if they arise.	
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SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Extensive knowledge of and ability to supervise teams delivering civil asset, grass maintenance and grass and civil maintenance practices.
- Demonstrated ability to ensure agreed outcomes are delivered through meeting deadlines, honouring commitments, whilst responding to various demands and managing multiple activities simultaneously.
- Demonstrated ability to establish, maintain and improve collaborative working relationships with team members, internal and external customers and stakeholders.
- Experience in working with teams to successfully lead and implement change, including the ability to influence change through workgroups and with colleagues and direct reports.
- Demonstrated judgement, problem solving and ability to develop innovative solutions to operational and works delivery problems.
- Well-developed verbal and written skills using clear and appropriate language with a wide range of people within Melbourne Water, external organisations and the general public. Strong communication and negotiation skills to ensure a common understanding is established.
- Demonstrated commitment to exceptional customer service. Excellent organisational skills and an ability to balance priorities in an environment of competing objectives.
- Experience in leading, supporting and enabling teams with a diverse, high performing and inclusive culture.
- Demonstrated ability to operate independently and contribute to a dynamic team environment.
- Experience with MS Office and other IT asset based systems.
- Sound knowledge of systems, policies and procedures which address Health, Safety and Wellbeing, Environment, and Product Quality Management matters. .
- Strong hazard identification as well as risk assessment and control capabilities.
- Ability to work under pressure and in emergency situations.
- Sound knowledge of governance matters and probity and confidentiality requirements. Strong risk identification, assessment and control capabilities.

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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

- Service Asset Lifecycle
- Service Delivery
- People and Transformation
- Financial Services
- SHEQ
- Other Business Groups as appropriate

External

- External delivery partners, including Service Providers
- Department of Energy, Environment and Climate Action, Parks Victoria and VicForests
- WorkSafe
- Environment Protection Authority
- Emergency Services (CFA/MFB, SES, VicPol and Ambulance)
- Engineering design consultants and contractors
- Land Owners
- Local Councils
- Members of Public (Friends Groups and Interest Groups)
- Traditional Owners

SALARY RANGE:

- EA salary level OR
- 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:

- Trade or certificate qualification
- Demonstrated experience managing field crews in civil/NRM fields highly regarded
- Relevant licenses and certificates in plant operation
- Construction Induction Card
- Criminal Records Check
- Medical Assessment
- Victorian Driver's License (occasional travel to other Melbourne Water offices)

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This position is eligible for an operational vehicle in line with MW Motor Vehicle policy and procedures.

Location:

South East Regional Office (SERO)