

MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

Program Lead Delivery

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Manager Delivery	This team has 4-16 Team members
THIS ROLE EXISTS TO: (PURPOSE)	
<ul style="list-style-type: none">• Lead, manage, mentor and provide professional expertise to a skilled team responsible for ensuring safe, and reliable delivery of an integrated works program, including catchment and waterway maintenance, fire preparedness, prevention and response and water supply operations 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 region works program is integrated, enhanced, balanced and continuously improved to deliver the best outcome for operations, customers and key stakeholders.• Ensure the delivery of a region works 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 an integrated works program in 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, risk 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 Delivery program is within budgets that have been negotiated and agreed with internal customers, ensuring customers are kept up to date with robust cost forecasts and accruals.• Demonstrate transformational leadership behaviours amongst the delivery team. This includes role modelling organisational values, inspiring a shared vision and enabling and empowering team members.• Ensure all 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 a fire response availability roster, which provides Melbourne Water with an “out-of-hours” fire suppression. This may include coordinating the response to other emergencies and incidents on behalf of Melbourne Water.	

Job level: MW EA 7
Assessed by: People Hub
Date Assessed: June 2022
Last reviewed date: May 2024

HR TEM Position Description
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Version 1



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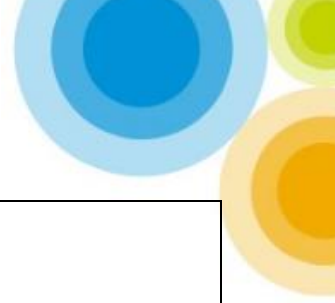
- Take accountability for delivering outstanding service, and seek to drive a high performance culture.
- Track performance against delivery metrics and undertake benchmarking, and implement delivery program improvements and efficiencies.

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 • Provide administrative support to meet procurement policy requirements 	<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
<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 	<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

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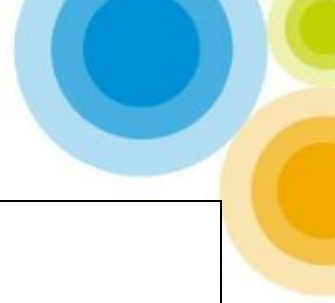


<ul style="list-style-type: none"> • Lead by example and demonstrate Melbourne Water behaviours to foster a constructive team culture. • Demonstrate proactive Health and Safety leadership and a personal commitment to Health and Safety procedures, policies and plans. 	
<p>Performance</p> <ul style="list-style-type: 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 • Build and maintain collaborative, constructive relationships with stakeholders and key internal teams • Resolve relevant complaints and address team member behavioural issues if they arise. • Coordinate and manage business resourcing to meet incident objectives during emergency response events such as pollution, fire or flood, including participation in the after-hours roster 	<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.
<p>Fire Response</p> <ul style="list-style-type: none"> • Provide prompt and effective response and contribution to Melbourne Water’s firefighting organisation, including first attack fire response activities and tactical on the ground operations • Required to work in one or more of the following Fire Management Victoria accredited roles (subject to an individual’s training, skills and competency); General Fire Fighter, Crew Leader, or Operations Officer. • Maintain annual fire fighter accreditation and an emergency role development plan. • Maintain a level of fitness sufficient for fire fighting • Be available for out of hours availability (24 hour a day recall to work) and out of hours emergency response (when rostered) • Be available to go on the fire roster during the fire season 	<ul style="list-style-type: none"> • Knowledge of Australasian Inter-service Incident Management System (AIIMS). AIIMS accreditation • Achieve and maintain a Level 1 Fire Operations Officer accreditation

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Note: Annual Leave over the Summer fire period will be restricted.

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Extensive knowledge of and ability to lead and supervise teams delivering catchment and waterway maintenance and fire preparedness and response.
- 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..
- Ability to work under pressure and in emergency situations.
- 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.
- General Fire Fighter accreditation with the ability and motivation to reach and maintain a Level 1 Fire Operations Officer qualification.

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

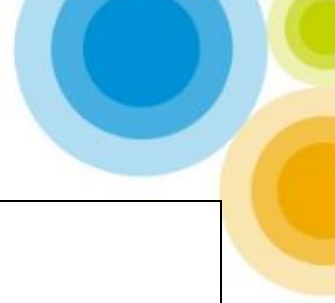
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- Financial Services
- SHEQ
- Other Business Groups as appropriate

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:

MW EA salary level 7

OTHER COMMENTS:

This role requires the following:

- Trade or certificate qualification
- Level 1 Fire Operations Officer accreditation
- 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
- Task based assessment for Fitness
- Meet response time for First Attack roster
- Victorian Driver's License (Travel to work sites and other Melbourne Water offices)

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

Location: Thomson Work Centre