MW ROLE MANDATE

Position	**Manager WTP Process Improvement**	**Reports to**	**Head of Western Treatment Plant**			**Group**	**3**
Portfolio	**Service Delivery**	**Span of Control**	Direct Reports:	7	Indirect Reports: 4	**Grade**	**17**

Role Purpose

The Manager WTP Process Improvement is accountable to the Head of Western Treatment Plant for leading the provision of process improvement to ensure optimal delivery of consistent sewage treatment and recycled water services, meeting regulatory, corporate, community and customer expectations.

Measures of Success

Time focus: *(see detail over page)*

5% Influencer
5% Strategist
30% People
60% Driver

Key Individual Accountabilities

- Provide oversight and risk management strategies and plans to ensure the WTP treatment process is continuously optimised to meet regulatory, corporate, community and customer expectations.
- Lead and drive continuous improvement initiatives for the Western Treatment Plant (WTP) to enhance operational efficiency, reduce costs, and improve service delivery.
- Influence strategic alignment across the business in terms of WTP current and future process and asset needs working closely with peer operational, asset and maintenance management, and asset planning teams.
- Collaborate with other parts of the business to ensure that new assets are conceived, designed, constructed and integrated into operations at WTP to achieve the expected benefits.
- Coordinate the operational preparation for integration of new major assets into WTP to ensure operational readiness for steady sate operational handover. Collaborate with Major Capital Delivery, operations, and other key stakeholders to ensure new assets are effectively tested, commissioned, and transitioned into full operational capacity.Develop and maintain partnerships with regulators, internal and external stakeholders.
- Manage and optimise the sewerage and recycled water HACCPP management system
- Lead the customer management for recycled water ensuring that Melbourne Water provide the best customer service it can.
- Operate effectively within Melbourne Water's management systems (Quality, Environment, HACCP, Safety and MHF) to support Eastern Treatment Plant's (WTP) Service Delivery requirement.
- Lead the trade waste interface for Melbourne Water, including through industry partnerships.
- Oversee the data preparation to deliver sewerage billing and assurance activities in line with agreed procedures and methodologies
- Oversee safe and compliant management of WTP laboratories that deliver effective technical research and leadership
- Providing leadership that fosters a culture of safety, wellbeing and inclusion, while building capability and driving high performance.

Qualifications & Experience

- A relevant tertiary qualification, or higher, in an engineering discipline or related field.
- Extensive people management and leadership experience and demonstrating capability to develop and foster high performance.
- Demonstrated experience in liaising with regulators, internal and external stakeholders and manage external resources and contractors
- Proven ability to lead technical professionals
- Career experience in water, water treatment or sewerage treatment (or similar process engineering) managing and operating within a regulated context
- Experience with management systems (Quality, Environment, HACCP, Safety)
- A sound knowledge of the regulatory environment and its application to the water industry including recycled Water
- Knowledge of environmental standards, legislation and regulatory authorities including recycled water
- Knowledge in the commissioning and integration of new wastewater assets
- Expertise in incident management, investigations and reporting

Melbourne Water

MW ROLE MANDATE

Key Shared Accountabilities

- **Our People:** *Engagement Scores, Structured Hybrid, Performance Management, Resource Planning, Team Succession Planning*
- **Financial Sustainability:** *Overall MW Budget and Business plan deliverables*
- **Customer and Community:** *Team NPS score as a service; Team Customer Satisfaction and Reputation Scores*
- **Safety Leadership:** *Identifying and controlling hazards, managing safety risks, HSE KPIs, IMS processes and procedures*
- **Vision and Purpose:** *Communicates and inspires* a team vision that drives alignment & commitment to MW Vision & Strategy
- **Risk:** *Ensures proactive oversight, governance and assessment of risk management consistent with the Risk Management framework.*

Leadership Behaviours

- Professional Leadership mind-set and behaviour
- Agent of Culture - Inspire through role modelling of values, mind-sets and habits to bring to life our desired culture
- Maturity and judgement necessary to contribute to complex decision making
- High energy to take action and drive business results
- Ability to lead change and communicate with a diverse range of stakeholders
- High level communication, relationship management, negotiation and influencing skills
- Highest standards of professional ethics

Decision Rights – Owns

- Execution of Team Strategy and business plan deliverables
- Team's operational budget
- Approval of financial expenditure (within delegated authority)
- Team structure within agreed Corporate Plan FTE & budget
- Team succession planning
- Regulator responses and management

Decision Rights - Influences

- Embedding a Safety culture across the organisation
- Strategic direction for sewerage treatment and recycled water
- External audit program and external accreditation standards

Time Focus

Influencer	Strategist	People	Driver
• Influence change across your team and organisation to accelerate strategy execution, mind-set change and accountability • Build strategic internal and external relationships i.e. across business and relevant external markets (peers, customers, partners, govt.) • Ensure Board confidence in division • Support General Manager/Chief/Head of	• Position your business and the enterprise for the future • Use foresight thinking for innovation. Bring business knowledge, continuous improvement and insight to create distinctive value • Have a point of view on strategic business issues and challenges • Take action to maximise opportunities created by the changing business environment, for the business • Act to support the overall strategy – commercial, market, customer and people – while managing the impact on own team	• Leading, coaching and inspiring • Recruiting the right talent to ensure strategy execution • Engaged teams	• Focus on efficient operation of business, ensuring risk, compliance and customer outcomes are delivered • Driving operational effectiveness, process improvement, achieving budget targets, and ensure consistent audit outcomes

Melbourne Water