

MW ROLE MANDATE - Technical Leader

Date assessed: May 2026

Position	Workforce Relations Lead	Reports to	Senior Manager Workforce Relations			Group	3
Division	People & Transformation	Span of Control	Direct Reports: 0	Indirect Reports: 0	Grade	16	
Role Purpose					Measures of success		
The Workforce Relations Lead is accountable to the Senior Manager Workforce Relations for delivery of the Workplace Relations activities for Melbourne Water, through provision of strategic advice, consultancy and consistency in workplace relations case management, remuneration and advisory services.					Time focus: <i>(see detail over page)</i> 5% Influencer 5% Strategist 45% Contributor 45% Driver		
Key individual accountabilities					Qualifications & Experience		
<ul style="list-style-type: none"> • Providing high-quality workplace relations service offering, consistent with Melbourne Water’s Workplace Relations Strategy and obligations under various industrial instruments and legislation • Lead and support negotiation processes for Melbourne Water Enterprise Agreements, including responsibility for the implementation of EA outcomes/changes • Represent Melbourne Water in Fair Work Commission matters as well as lead and direct external counsel, when engaged, in Commission and other court matters • Effectively manage union relationships consistent with Melbourne Water’s organisational interests • Provide strategic, tactical or operational level support to resolve difficult or complex workforce relations cases; including the use of external third parties or tribunals • Lead Remuneration activities across Melbourne Water including policy development, job evaluation, annual remuneration review process and annual gender equity review • Provide strategic Remuneration advice and direction, specialist manager coaching, supporting the business with restructures and team changes in relation to consultation 					<ul style="list-style-type: none"> • A relevant tertiary qualification in Human Resources, Law, Industrial Relations or a related discipline • Extensive experience in providing expert and specialised ER/IR advice and support at a senior level • Experience representing and advocating matters and disputes in front of the Fair Work Commission 		
Key shared accountabilities					Technical capability		
<ul style="list-style-type: none"> • Our People: <i>Engagement Scores, NNWW, role model MW values & behaviours</i> • Financial Sustainability: <i>Overall MW Budget and Business plan (where applicable)</i> • Customer and Community: <i>Divisions internal NPS score as a service; Overall MW Customer Satisfaction and Reputation Scores (where applicable)</i> • Safety Leadership: <i>Safety Scores from C&E survey</i> • Vision and Purpose: <i>Communicates and inspires a shared Team vision and strategic direction</i> • Risk: <i>Ensures proactive oversight, governance and assessment of risk management consistent with the Risk Management framework.</i> 					<ul style="list-style-type: none"> • Professional Leadership mind-set and behaviour • 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 		
Decision Rights – owns			Decision Rights - influences				

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<ul style="list-style-type: none"> • Execution of team strategy and business plan deliverables 	<ul style="list-style-type: none"> • Embedding a Safety culture across the organisation 	<ul style="list-style-type: none"> • High level communication, relationship management, negotiation and influencing skills
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Time Focus			
Influencer	Strategist	Contributor	Driver
<ul style="list-style-type: none"> • Influence change across your team and the organisation to accelerate strategy execution, mindset change and accountability. • Build strategic relationships across the organisation and relevant external markets (peers, partners, govt.). • Support business leadership 	<ul style="list-style-type: none"> • Position your team and the organisation for the future (Future Focus), using foresight for innovation 	<ul style="list-style-type: none"> • Contribute to achieving team and business goals 	<ul style="list-style-type: none"> • Focus on efficient operation of business, ensuring risk, compliance and customer outcomes are delivered. • Driving operational effectiveness, process improvement, achieving capital spend targets, and ensure consistent audit outcomes