

## Delivery Compliance Officer

### Maintenance Compliance

#### Position information

Group:	Operations
Reports to:	Delivery Compliance Coordinator
Classification:	A04

#### Your role

As the Delivery Compliance Officer, you will utilise your experience in the areas of performance and compliance reporting, data management and analytics to ensure that all aspects of our delivery processes comply with relevant regulations, policies, and standards. You will deliver ongoing operational and regulatory reporting to provide assurance that Seqwater is delivering its products and services in a responsible manner.

Appointment to this role is subject to the provision of a national police check. Please note that people with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.

#### Seqwater's vision, values and promise

Water is essential for life. At Seqwater, it is our job to provide water for more than three million people across South East Queensland. We live and work in the communities we serve, and we proudly work together to deliver on our vision of Water for Life. We do this by living our values and keeping to our promise - Safe for Life.

Integrity, respect, care and courage are at the heart of the way we work and interact with our colleagues, stakeholders, customers and the communities every day.

We commit to delivering a high standard of customer service aligned to our strategic vision. We value working collaboratively with our internal & external customers to improve service delivery.

#### About your group

The Operations Group is responsible for the ongoing asset management, operation and maintenance of Seqwater's water infrastructure assets and catchment areas, and the ongoing provision of bulk water supply services to meet customer service requirements and regulatory obligations.



## Key relationships

Leads others:	Nil
Internal customers:	Risk and Compliance team Regional Operations teams Network Operations team Operational Contracts Management team Commercial and Customer Direction Other Asset Management teams Strategic Maintenance Planning team Health, Safety & Quality team
External customers:	Auditors Regulators Contractors

## Key responsibilities

- Under direction of the Delivery Compliance Coordinator, coordinate the development of an operational monitoring program to ensure compliance with the Asset Management System.
- Communicate updates and changes to policies and procedures to the delivery partner and develop and provide training as necessary.
- Monitor key performance indicators (KPIs) to assess and improve overall delivery performance.
- Collaborate with third-party providers and Contractors to ensure their compliance with delivery standards.
- Implement quality control measures to ensure accurate and timely delivery of Contract deliverables.
- Analyse delivery data to identify trends, areas for improvement, and opportunities for optimisation.
- Prepare reports on compliance metrics and present findings to management.
- Recommend and implement process improvements to enhance the efficiency and effectiveness of delivery.
- Ensure that maintenance practices are conducted in accordance with the requirements of Seqwater's EPA licence, controlling the potential for contamination.
- Observe and comply with all Seqwater work health and safety, quality and environmental management systems and procedures.
- Undertake other duties, which are assigned from time to time by the Leader.
- In all duties, comply with the behavioural expectations set out in The Way We Work (Seqwater's Code of Conduct), and our policies and procedures.



## Qualifications and experience

### Essentials

- An appropriate trade qualification in mechanical or electrical discipline and demonstrated compliance reporting experience.
- Possess a current "C" class Queensland Drivers Licence
- Knowledge and understanding of the scope, function and nature of the Electrical/Mechanical/Civil assets used in water treatment and bulk water storage.

### Desirables

- Demonstrate high level of written, interpersonal and oral communication skills including the ability to consult and negotiate with a range of Internal and External stakeholders.
- Demonstrated experience in the identification and assessment of relevant legislative and regulatory operational requirements (State and Federal).
- Demonstrated experience in managing multiple stakeholders to influence and drive performance improvements.
- Demonstrated experience in preparing reports and drafting complex correspondence.

### Job capability requirements

- Ability to prioritise and self-manage time and tasks, with the capacity to deliver high quality outcomes within agreed timeframes
- A continuous improvement mind set with the ability to identify and implement improvements in procedures and systems.
- Self-motivation and ability to work autonomously when required, as well as display a willingness to participate positively and constructively in the enhancement of the team environment.
- Proven ability to identify emergent risks and ensure timely and effective responses.