**World class water services for a better life**

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| Position Title | District Leader (Large Water) (SAW5) | | |
| Position Number(s) | 005263/006059/002753/002477/002476/002604/002471/005264/002478/005261/002477/005262/002479/002469/003503/002753/006059/006459/006307 | Manager Title | Manager Customer Field Services |
| Business Group | Customer Delivery | MoR Title | Senior Manager Customer Field Services |
| Business Unit | Customer Field Services | Direct Report’s Title(s) | * Senior Construction & Maintenance Workers * Construction & Maintenance Workers * Water Industry Trainees |

What is the unique purpose of the role?

What is the reason for the role’s existence and the key contribution to SA Water’s success?

To be written in terms of “Lead/Support/Design/Implement/Deliver… in order to ensure/provide/ effect/contribute/achieve… for… what outcome.”

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| Lead a team across a geographical region to deliver safe, efficient and effective water and wastewater services and provide response to customer faults in order to meet agreed service quality levels, system performance standards and customer expectations. |

What does the role do?

The key accountabilities unique to this role are (3-6 required):

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| Key Accountabilities | Accountability Details (2-8 per accountability) |
| Put safety above all else | * Be aware of and apply roles and responsibilities in accordance with WHS Roles and Responsibilities Procedure. * Take responsibility for the safety and wellbeing of yourself and others including your own fitness for work (e.g. under the influence of drugs, alcohol and/or fatigue). * Lead a team that strives for no harm in the workplace. * Proactively role model effective safety behaviours and implement safety systems in the team (ie Mate Watch, SAAMS and hazard reporting). * Full compliance with WHS, and DWQMS Systems. * All potential MTI/LTI incidents reported to Network Manager within 30 minutes. * All incidents recorded on IMS within 24 hours. |
| Build and lead an effective team that works collaboratively toward achieving the organisation’s goals | * Build and maintain a strong, constructive working relationship with staff, focussed on achieving business goals and enabling staff to work safely to their full potential. * Set effective baseline conditions for productive work by completing important people management processes of selection, induction, goal setting and assessment and recognition of performance. * Ensure plans are developed to align Customer Field Services BU priorities and performance goals of team members, ensuring accountabilities and authorities are clear. * Hold quality conversations providing relevant and timely feedback and invest in the development of our people to build team capability. * Ensure the team works collaboratively to leverage the collective capability, make better decisions and move forward with commitment. * Role model corporate values and drive continuous improvement and culture change in the team. |
| Ensure effective and efficient service delivery | * Ensure compliance with ESCOSA/Operations Service Delivery Standards. * Ensure preventative maintenance tasks completed. * Minimise repeat attendance at the same location by achieving first time resolution. * Achieve an annual average 85% customer satisfaction with field crews as measured by customer surveys. * Achieve safety targets. * Effective resolution of complaints relating to water supply faults including prompt resumption of supply to the customer. |
| Financial performance and continuous improvement | * Ensure District expenditure does not exceed budget, including labour and overtime costs. * Contribute to the identification of areas for performance improvements and inefficiencies in performance. |

Knowledge, skills and experience the role requires

Criteria which will be used for recruitment and selection for this role (maximum of 8):

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| Foundation Knowledge, Skills, Experience and Qualifications | Essential or Desirable |
| Significant experience in an operational leadership role or relevant qualification in management or trades | Essential |
| Certificate III in Water Operations and/or Water Industry Certificate | Desirable |
| Effective communication and interpersonal skills including an ability to resolve conflict | Essential |
| Sound organisation and prioritising skills including an ability to problem solve and manage competing priorities | Essential |
| Knowledge of WHS, environmental and water quality principles and practices | Desirable |
| Drivers Licence | Essential |
| Demonstrated experience in training, coaching, mentoring and providing feedback to teams | Essential |
| Demonstrated experience in managing safety risks within a heavy plant/high risk environment | Desirable |

Who you work with

Key Stakeholder Relationships criticalto the success of this role (maximum of 6):

* External parties including residential and business customers and local councils
* Work Planners and Operations Response team
* Asset Management & Delivery
* Water Quality & Treatment
* People & Safety
* Project Managers

Special conditions

Does the role have any unique requirements?

* Flexible hours and some after hours as required, some intra and interstate travel (mandatory)
* Participation in and response to an on-call roster will be required
* You will be required to hold a current driver’s licence at all times

**Your PD outlines what the requirements of your role are. The behaviours you demonstrate are equally as important and form part of your PD.**

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