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| Position Number(s) | 003208/004772/004293/003865/003796/001289/005274/  005279/000232/004577/003897/003974/001380/002861/  004156/002355/002961/000099/000036/002264/002332/  002339/002669/002397/002597/001346/000335/002926/  002927/003015/000233/000338/003110/003232/003806/  001778/002904/004036/004665/004075/003883/002865/  003057/001308/001836/004044/004088/004124/004195/  004223/003664/003913/003920/004599/005237/002555/  003855/002583/001211/003798/004325/002617/004292/  003799/003724/003526/003663/002863/004053/001394/  001304/000986/001229/001294/001297/001299/001352/  001405/001149/001173/001212/001213/001019/001194/  001214/001355/001360/001335/001378/002646/002846/  004202/005817/005902/006178/003219/003582 | Manager’s Role Title | District Leader |
| Business Group | Customer Delivery | Manager Once Removed | Manager Networks |
| Level of Work | VI SA Water Hierarchy Level | Direct Report’s Role Title(s) | Not applicable |

## Purpose (Unique value add)

Contribute to the efficient achievement of regional performance targets for customer satisfaction, safety, environment and water quality, by carrying out field based preventative, corrective maintenance and emergency response activities.

## Objectives

The objectives (maximum 6) of this role are to:

* Regularly take charge of the preparation, on-site control, quality and completion of specific jobs and/or work programs through allocation and determination of work priorities.
* Responsible for field control of water supply and sewerage functions in a district.
* Influence and contribute to technical on the job decisions.
* Assist in the training of Network Operators and ensure the quality of work of other Network Operators.
* Lead role in on-site field/water emergency response.
* Make in the field decisions affecting service continuity.

## Shared Organisational Goals

As a member of the Customer Delivery Group you are collectively accountable for delivering our goals and objectives.





## Key Accountabilities

Select relevant objectives from section of this PD: Our Strategy 2016-2024 (also available on the [AquaNet](http://intranet.sawater.sa.gov.au/BMS/Strategy/Pages/Strategy.aspx)) and add them to the table as key accountabilities.

The key accountabilities (minimum 4 and maximum 6 including the mandatory ones), of this role are:

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| --- | --- |
| Key Accountabilities | Output/Measures |
| **Mandatory accountability:**  Contribute effectively to the team ensuring efforts are aligned toward achieving team goals | * Implement the direction set by your people leader. * Complete specific tasks allocated. * Collaborate effectively to ensure team goals are achieved by providing input into decision making and problem solving. * Actively contribute to creating a culture of service excellence. |
| **Mandatory 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). |
| Achieving standards and timeframes | * Compete all relevant tasks and activities to the required standard and timeframe. |
| Compliance with systems | * Utilise and comply with all relevant electronic/paper systems, processes and procedures. |
| Utilisation of resources | * Use and maintain all relevant tools, materials, equipment and vehicles appropriately. |
| Customer service | * Communication occurs between customers and colleagues to ensure the best outcome. * Maintain a high level of service that meets customer’s expectations. * Customer issues are resolved in a timely manner. |

## Behavioural Competencies

**Uphold SA Water’s Values:**

* Put safety above all else
* Act in the best interests of customer and the community
* Seek and apply better ways
* Respect our people
* Be trustworthy

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| Behavioural Competencies | Behavioural Expectations |
| Customer Focus | * Anticipates needs of customer and follows through. * Makes decisions that take into account value for customer. * Speaks up and identifies problems arising. |
| Collaborate for Success | * Works co-operatively with others to achieve the best outcomes. * Maintains effective working relationships with others in the team and across the business. * Treats people in an honest, courteous and respectful manner. |
| Self-Management | * Focuses on delivering services despite challenges. * Presents ideas clearly and concisely. * Is responsive to the changing needs of our customers and business by adapting to change. |
| Achieve Results | * Takes personal responsibility for mistakes and learns from them. * Looks for ways to continually improve and finds better ways. * Focuses on achieving outcomes using good judgement and quick decisions that lead to business success. |
| Safety Culture | * Puts safety first when making decisions. * Adheres to safety processes and procedures and reports when things are ‘not right’. * Openly communicates ways of improving safety. |

## Knowledge, Skills and Experience

|  |  |
| --- | --- |
| Foundation knowledge, skills, experience and qualifications | Essential or Desirable |
| Certificate 2 in Water Operations | Desirable |
| Driver’s Licence | Essential |
| White Card | Essential |
| Work Zone Traffic Management | Essential |
| Skilled in the use and maintenance of hand and power tools, small machinery and various static and mobile vehicles, plant and machinery | Desirable |
| Understanding of operation and maintenance of water and wastewater systems | Desirable |
| Knowledge of OHS&W, Water Quality and Environmental procedures | Desirable |
| Ability to do basic calculations | Desirable |
| Communication skills – written and verbal (complete routine forms) | Desirable |
| Basic computer skills including data entry | Desirable |
| Ability in using data capture equipment | Desirable |
| Experience in civil construction | Desirable |

## Key Stakeholder Relationships

* SA Water management
* Contractors
* SA Water customers (i.e. general public)
* Workshops

## Special Conditions

* Flexible hours and some after hours as required, some intra and interstate travel.
* On call

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