

MW ROLE MANDATE

Position	Water Resources & Upper Yarra Area Manager	Reports to	Head of Waterway & Catchment Services South East		Group	3
Division	Service Delivery	Span of Control	Direct Reports:	Indirect Reports:	Grade	18
Role Purpose					Measures of Success	
The Area Manager Water Resources & Upper Yarra is accountable to the Head of Waterway & Catchment Services South East for ensuring the safe, effective, and efficient delivery of Melbourne Water waterway and catchment obligations, programs, and services in the defined geographical area.					Time focus: <i>(see detail over page)</i> 5% Influencer 5% Strategist 30% People 60% Driver	
Key Individual Accountabilities					Qualifications & Experience	
<ul style="list-style-type: none"> • Lead and manage the delivery of waterway, drainage, and catchment programs and services • Deliver service outcomes and performance objectives in line with Melbourne Water's role • Drive continuous improvement in service outcomes • Manage resourcing, capability, and approach to adapt to likely future scenarios and service delivery requirements • Manage finances for capital and operating expenditure • Evolve and execute Melbourne Water's catchment, waterways and drainage investment plan and service offerings • Influence, negotiate and motivate external co-delivery stakeholders to contribute to and align with performance objectives • Lead response to issues and incidents as required • Lead people and performance management to achieve a high performing culture 					<ul style="list-style-type: none"> • Experience leading team members to deliver complex programs of work • Demonstrated ability to drive high team performance • Ability to influence stakeholder groups • Highly developed organisational and time management skills • Strong commercial acumen • Proven change leadership experience • Graduate qualification in environmental / natural resource management, science, social science or engineering is preferred but not essential 	
Key Shared Accountabilities					Leadership Behaviours	
<ul style="list-style-type: none"> • Our People: <i>Engagement Scores, NNWW, Performance Management, Resource Planning, Team Succession Planning</i> • Financial Sustainability: <i>Overall MW Budget and Business plan deliverables</i> • Customer and Community: <i>Team NPS score as a service; Team Customer Satisfaction and Reputation Scores</i> • Safety Leadership: <i>TRIFR, HPIFR, Claims costs and 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 • 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			Decision Rights - Influences			
<ul style="list-style-type: none"> • 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 			<ul style="list-style-type: none"> • Embedding a Safety culture across the organisation • • 			

Date assessed:

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Time Focus			
Influencer	Strategist	People	Driver
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Leading, coaching and inspiring • Recruiting the right talent to ensure strategy execution • Engaged teams 	<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 budget targets, and ensure consistent audit outcomes