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| **REPORTS TO:** | **DIRECT REPORTS AND TEAM SIZE:** | |
| Team Leader, Program Planning & Scheduling | This role has 0 direct reports. | |
| **THIS ROLE EXISTS TO: (PURPOSE)** | | |
| As a key member in a small team of schedulers, have a clear view of the overall works delivery lifecycle and to be accountable for scheduling of all maintenance and capital works throughout an assigned portion of the Waterways and Land Delivery business. Ensure efficient delivery across the program by understanding resourcing requirements, mitigating potential risks and conducting appropriate pre-planning. | | |
| **Key accountabilities:** | | |
| * **Investment in people:** Invest in people by creating and maintaining positive working relationships throughout the WLD team and its customers. Providing relevant, timely information and oversight throughout WLDs works programs. * Ensure safety comes first with all scheduled works receiving defined scopes and realistically achievable timeframes. * **Continuous Improvement:** Identification, development and delivery of program improvements that drives improved efficiency, customer and safety outcomes in the delivery of program objectives. * **Improved customer experience:** Strong customer focus by understanding the customer expectations for every job and what it will take to meet and exceed these. * **Living within our means:** Having a relentless focus on optimal program of works preplanning, planning and delivery schedule to drive efficiency gains for Melbourne Water * Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives.   **Role Complexity:**  This role requires development of a significant rolling program of maintenance and Capital works with the following key outputs:   * Development and execution of a multi-disciplined detailed works plan on a monthly basis. * Development of 90 day look ahead programs to inform program development and planning * Continued monitoring and maintenance of the works plans incorporating ‘break in’ activities not originally forecasted. * A detailed resource planning profile (forecast) produced quarterly. * Development and delivery of detailed reporting to support development and execution of the plans referenced above and also to inform and engage key stakeholders in the delivery of required works.   The program is substantial in volume (approaching $90M annually) and diverse in the works required. A high level of autonomy is required in the development of the program, although at the same time significant input is required from key stakeholders to define program inputs and objectives requiring the development of strategic relationships. Development of detailed programs to define key resources and works delivery packages to ensure achievement of defined works objectives is a key element of the role. | | |
| **KEY RESPONSIBILITIES** | | **KPIs** |
| **Scheduling and packaging works to ensure optimum delivery outcomes across program**  Provision of an optimised schedule (program) for Capital and Maintenance works:   * Ensuring work gets scheduled to be delivered on time, with the right application suited to conditions * Establish and track progress against program baselines and report on outcomes * Continuous improvement focus to ensure scheduling supports optimised outcomes * Reporting of program outcomes * Development of works packaging and route planning * Analysis of data to promote continuous improvement * Proactive Risk identification and reduction through improved scheduling of critical paths and work programing. * Responsible for Change Controls Methodology and application * Engaging customers to get feedback and ensure continuous improvement. * Ensuring a clear and realistically achievable scope of works is detailed in the work orders | | **Met Expectations:**   * Programs effectively scheduled * Understanding levels of service and ensuring works are scheduled and delivered to meet these objectives * Accurate and timely completion of reports * Internal Crews utilised 85% on works delivery * Service level KPI’s (e.g. workorder backlog) are met.   **Exceed Expectations:**   * Internal Crews utilized 95% * Service level KPI’s (e.g. work order backlog) are exceeded |
| **Leadership and influencing effectiveness**   * Effective and clear communication of expectations across the delivery cycle - colleagues and customers. * Lead collaborative planning discussion across various customer and delivery groups each with their own priorities. Manage priorities and expectations to achieve outcomes within resourcing and program constraints. * Providing guidance on scheduling priorities by considering overall portfolio, team goals and current workload. * Role Model “One Melbourne Water Approach” with respect to scheduling process development and application. * Instilling a continuous improvement discipline to ensure new processes, tools and practices are adopted to drive business efficiencies. * Exhibit Safety Leadership (lead by example) through role modeling Melbourne Water safety philosophy, beliefs, behaviors, policies and processes. | | **Met Expectations:**   * Constructive feedback given about quality of information on a day to day basis. * Continuous improvements across the delivery cycle are being delivered regularly.   **Exceed Expectations:**   * Capabilities between crews have been improved through collaborative works scheduling.   Constructive feedback provided “in the moment” by most team members and customers |
| * **Performance** * Conduct regular work discussions with customers, Team leaders, Project Managers and Supervisors to ensure continuous performance drive. * Development of agreed levels of customer service and ensuring these levels of service are met. * Contribute to the success of the teams annual business plan objectives and KPI’s | | **Met Expectations:**   * Scheduler compliance with SMP actions. * Assist with the delivery of continuous improvement initiatives applicable to scheduling   **Exceed Expectations:**   * 2 X Continuous Improvement ideas generated & implemented per discipline area) have provided “realised” financial savings and/or operational efficiencies |

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| **SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:** |
| Technical:   * Demonstrated expertise in the scheduling of large multi-disciplined program of works and individual projects. * Demonstrated experience in risk identification and allocation. * Experience in IBM MAXIMO will be viewed favorably * Understanding of time and motion analysis * Advanced knowledge of and proficient with MS office products (Excel, Project, Word, etc.) * Proven communication and consultation skills – proven ability to build relationships, influence and communicate effectively about complex subjects at all levels. * The ability to work to deadlines and manage conflicting priorities * The ability to work together with other departments and service providers. * Manage workload and priorities. * Knowledge of Civil Asset Management Practices * Knowledge of Natural Resource Management Practices * Knowledge of Vegetation Management Practices * Strong Maintenance Delivery Background   Functional:   * Strong technical-commercial orientation and financial acumen * A strong customer focus * Performance Drive * Detail Planning Orientation * Analysis & Problem Solving * Risk Identification * Demonstrated commitment to continuous business improvement of systems, processes, H&S culture and team capability. * Experienced in exercising a high level of independence and decision making * Experienced in making timely decisions based on information at hand, objectives to be achieved and deadlines set   Behavioral:   * Self-insight and awareness * Proven communication and consultation skills – proven ability to build relationships, influence and communicate effectively about complex subjects at all levels. * Cross Functional Collaboration * Excellent communications skills * Strong interpersonal skills with ability to influence effectively * Demonstrated ability to manage through ambiguity * Delegation and empowerment, including holding others accountable |
| **KEY RELATIONSHIPS:** |
| All Melbourne Water employees are responsible for managing aspects of our customer relationships and service interactions, and will work proactively to deliver a consistent customer experience.  **INTERNAL**   * The Scheduler is required to communicate with a broad range of internal teams: Works Initiators; Project Managers, Supervisors; Team Leaders   **EXTERNAL**  Contractors and suppliers |
| **SALARY RANGE:** |
| * Melbourne Water reserves the right to remunerate people according to their ability to perform the functions of the role based on their qualifications, skills and experience. |
| **OTHER COMMENTS:** |
| This role requires the following:   * Tertiary qualification in (Engineering, Commercial or Project Management) desirable * Construction Induction Card * Criminal Records Check * Medical Assessment * Victorian Driver’s License (occasional travel to other Melbourne Water offices)   Location: VARIOUS |