

MELBOURNE WATER POSITION DESCRIPTION

PROGRAM LEADER REGIONAL SERVICES - WEST REGION

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Team Leader Regional Services, West Region	<p>This role has no direct reports, but provides guidance to waterways and land officers, customer response officers and rural land officers.</p> <p>This role requires leading a program of works and services initiated by 7 team members</p>
THIS ROLE EXISTS TO: (PURPOSE)	
<p>Within a defined geographical area of the West region, oversee a program of works and services that fulfils Melbourne Water's obligation as custodian of waterway, drainage and land assets and services contributing to the achievement of strategic waterway, drainage, land, planning and diversion program objectives.</p> <p>Provide program leadership and technical guidance for a team that delivers Melbourne Water's primary day-to-day customer relationship interface with direct waterway, drainage and land customers, community groups, local government and other agency stakeholders, and maintains their confidence in the business' ability to effectively provide waterway, drainage and land services.</p>	
KEY ACCOUNTABILITIES:	
<p>Lead, oversee and supervise a program of works and services across a range of functions and disciplines to maintain our customers' confidence and trust as the region's waterway, drainage and streamflow diversion manager. The functions and disciplines that the Program Leader will be required to operate across are broad, including waterway condition management, drainage and flood services, flow and water access management, land and catchment management, stormwater quality and quantity management, land development and incident preparedness and response. The key accountabilities include:</p> <ul style="list-style-type: none">• Portfolio management as allocated across the regional team e.g. Capital, Incentives, Maintenance• Direct and coordinate a program of work across a range of functions and disciplines• Provide day to day guidance, mentoring and technical support for regional services team members as required• Deliver a high standard of customer service; working with teams to manage the resolution of complex and novel customer interactions and technical challenges• Timely and accurate financial management across budgets and allocations• Support team members and manage processes to ensure various programs of work are initiated on time, for delivery by various mechanisms (e.g. capital/maintenance/incentives)• Cultivate internal and external relationships with key customers to facilitate resolution of complex customer interactions and technical challenges and influence positive program outcomes• Provide subject matter input into higher level strategic planning both internally and externally to Melbourne Water• Lead continuous improvement initiatives across functions and processes• Take care of own and colleagues Health and Safety through identification and reporting of	

Job level: EA Level 7

Assessed by: P&C

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hazards and active involvement in improvement initiatives.

- Incident response activities as they relate to Regional Services.

KEY RESPONSIBILITIES

KPIs

Team performance

- Support, guide and work co-operatively with team members, supporting the team leader, to ensure team objectives are met.
- Foster positive working relationships between Regional Services and delivery partners (e.g. WLD and Wood) and provide guidance and leadership
- Supervise and guide a diverse program of works by team members, including novel and complex work across various functions and disciplines.

- Efficient and effective delivery of programs, within areas of influence
- Demonstrate constructive behaviours in managing interactions between Regional Services and delivery partners as part of works program delivery
- Support staff engagement and alignment with the strategic direction of the business

Program Management and delivery

- Lead the management and delivery of waterway, land and drainage programs of the relevant portfolio responsibility in capital, maintenance or incentives, within agreed timeframe and resource constraints.
- Planning a program of work to meet agreed timelines and budgets, applying risk management/asset protection principles, works prioritisation within limits of budget, scheduling/co-ordinating projects, approval of projects/making technical recommendations and improvements, monitoring progress/implementation of projects within portfolio (and within area of geographical responsibility).
- Work co-operatively with Asset Management Services (AMS) to develop and deliver effective programs.
- Provide guidance, knowledge and judgement across a diverse range of functions and disciplines, including the referrals process, enforcement activities, diversions, developer works surveillance, incident response and flood management plan actions (as required).
- Contribute technical knowledge and experience to the

- Undertake reviews and approvals (within various IT systems) in a timely manner
- Ensure programs deliver across Melbourne Water's corporate objectives – the three strategic pillars (Healthy People, Healthy Places, Healthy Environment)
- Participate in cross team projects and provide technical and asset knowledge input into the development of strategic plans and processes

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<p>development and peer review of strategic plans, standards, procedures and processes being developed both internally at Melbourne Water, and by external stakeholders/customers.</p>	
<p>Portfolio Management (Capital/Incentives/Maintenance/Planning/Land)</p> <ul style="list-style-type: none"> • Management of allocated portfolio; leading team activity to ensure timely planning (initiation and coordination of works) and delivery of program. • Management of portfolio budgets/allocations. • Provide support to Regional Process and System Support team to develop/refine processes and enable successful budget management 	<ul style="list-style-type: none"> • Timely initiation of projects and provision of a program of works for delivery • Lead ongoing delivery of program, through consistent interaction with initiators/delivery teams • Undertaking forecasting and accruals in the timeframes required.
<p>Customer</p> <ul style="list-style-type: none"> • Work closely with a range of internal and external stakeholders to ensure delivery of high levels of customer service • Guide and support team members to resolve complex customer interactions • Support Team Leaders with the resolution of higher complexity and/or ongoing customer issues • Work with team members/team leaders to promote Melbourne Water and its activities/objectives to community • Customer Relationship Management, as agreed with the Team Leader 	<ul style="list-style-type: none"> • Contribute information for publication across various platforms (printed media, social media, video production) • Develop strong relationships with key customers
<p>Safety</p> <ul style="list-style-type: none"> • Demonstrate a strong safety leadership focus when undertaking all aspects of the role. • Lead and deliver specified actions as per the Safety Management Plan 	<ul style="list-style-type: none"> • Undertake agreed safety initiatives

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SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- An ability to guide and support team members in the resolution of complex technical and customer-related issues
- Extensive experience applying specialist knowledge and judgement across a broad range of disciplines and fields employed in the management of waterway, drainage and land assets
- An ability to apply appropriate, sometimes novel solutions to a range of complex problems, drawing on individual's theoretical knowledge/expertise/vocational training and knowledge of industry practices/precedents.
- Effective decision-making skills and program management employing data/evidence based approach.
- Extensive experience, knowledge and understanding of the underlying principles in at least some of the following disciplines – natural resource management/ecology, waterway, drainage, land and civil asset management, flood management / services and statutory planning
- An ability to work in a dynamic environment, with constantly changing and evolving demands.
- Experience motivating team members and ensuring consistent outcomes.
- Experience leading the development of effective customer relationships.
- Highly developed interpersonal skills, together with high level verbal and written communication skills
- An ability to work independently with limited supervision, setting own priorities, under broad direction.
- An ability to influence and negotiate appropriate outcomes, particularly in sensitive and complex circumstances
- A comprehension of asset and risk management principles
- An ability to critically review work, provide expertise and knowledge to develop standards, processes and procedures.

KEY RELATIONSHIPS:

All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

INTERNAL

- Regional Services, Development Services and Waterways & Land Delivery (& Other Delivery Mechanisms)
- Asset Knowledge & Systems
- Drainage Asset Management, Land Asset Management, Waterway Asset Management
- Various Integrated Planning and Customer & Strategy teams

EXTERNAL

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- Private landholders
- Local governments
- Community groups
- Diversions customers
- Consultants
- Members of the general public
- Various government agencies including VicRoads, EPA Victoria, Department of Environment, Land, Water & Planning, Parks Victoria, Southern Rural Water and Catchment Management Authorities

SALARY RANGE:

- EA Level 7

OTHER COMMENTS:

This role requires the following:

- Tertiary degree in one of the following subject areas,: natural resource management, environmental science, science, or environmental/civil engineering
- Extensive technical experience is desirable
- Ability to swim at a competent level due to any work near, on or in water
- Driver's license

Location: Docklands and/or Brooklyn Pump Station