

MELBOURNE WATER POSITION DESCRIPTION

Waterways & Land Officer

REPORTS TO:		DIRECT REPORTS AND TEAM SIZE:	
Team Leader Regional Services (Lower Yarra)		n/a	
THIS ROLE EXISTS TO: (PURPOSE)			
Provide custodianship for waterway, drainage and land assets and services through the safe and efficient initiation and delivery of the full range of Waterways and Land services and programs within a discrete geographic area. Provide program-level customer relationship interface and service delivery interface with external and internal customers (across relevant segments) within a discrete geographic area and facilitate the resolution of customer issues that aren't able to be resolved rapidly.			
KEY ACCOUNTABILITIES:			
Maintain our customer's confidence and trust as the region's waterway manager, provider of valued drainage and land services and streamflow diversion manager. Specifically, for Melbourne Water's waterway, drainage and land assets within the area of responsibility: <ul style="list-style-type: none">Initiate, and provide governance (where applicable) around low risk capital and routine maintenance works for delivery by the W&L Delivery team that contribute to the achievement of waterway, drainage, land and diversion program objectives and targetsCoordinate/deliver 'non-asset' programs of work (eg. RHIP, development services referrals) that contribute to the achievement of waterway, drainage, land and diversion program objectives and targetsProvide the Regional Services teams' primary strategic customer relationship interface within the engaged community, direct service customer and local government customer segmentsProvide the Relationship Manager role, as required, for organisations within the Engaged Community customer segmentManage customer issues that aren't able to be resolved rapidlyTaking care of own and colleagues' health, safety and wellbeing through identification and reporting of hazards and active involvement in improvement initiatives.			
KEY RESPONSIBILITIES		KPIs	
Initiation and co-ordination /management of low risk capital and routine maintenance works delivered by the W&L Delivery team <ul style="list-style-type: none">Delivery and project management of on ground programs and projects that maintain and improve waterway, land and drainage assets, including sound financial management of projects (OPEX & CAPEX)Manage tactical maintenance relationships with local government and other agency counterpartsInitiate, maintain and refine routine maintenance programs as required according to asset class (with functional requirements/activity definitions and Job Plans)Coordinate and support asset condition analysisIdentify and prioritise low risk capital project candidates within a discrete geographic area through agreed investment planning approachesSupport the prioritisation of low risk capital projects across the Melbourne Water regionProvide guidance and direction to W&L Delivery team in the implementation of agreed projectsEnsure SEPHA assessments are undertaken and controls implemented as requiredEstablish community engagement objectives relating to on-ground works activitiesEstablish functional requirements (as required) for routine maintenance and low risk capital works including clarification of surveillance and handover requirementsDeliver a quality assurance regime for self-initiated low risk capital projects and support the handover/acceptance process with the service providerUndertake spatial mapping and capture of project objectives and targets for waterway, land and drainage programs as requiredProject management of plans and programs required to achieve objectives of the investigations, Sites of Biodiversity significance, drought refuge, threatened species and riparian management programs (where geographically relevant)		<ul style="list-style-type: none">Low risk capital functional requirements meet quality and timing objectivesLow risk capital projects are entered into asset management system (Maximo) in a timely mannerMaintenance functional requirements clearly defined (in partnership with SO&P)Maintenance programming is forward-planned in MaximoContribution to achievement of reputation survey objectives for applicable customer segments (in particular the Engaged Community and Local Government segments)Routine maintenance schedules in place for all new works.	
Initiation and coordination/delivery of "non-asset" programs of work <ul style="list-style-type: none">Delivery of non-asset-based programs of work for waterway		<ul style="list-style-type: none">Contribution to achievement of reputation survey objectives for applicable customer segments (in	

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<p>drainage and land assets (eg. incentives, referrals, flood management plans)</p> <ul style="list-style-type: none"> • Manage customer issues that aren't able to be resolved rapidly – issues requiring problem solving and possibly stakeholder/agency engagement (including diversions) • Where prioritised, investigate landowner activities that may have a detrimental impact on waterway health and support enforcement where supported (including diversions) • Work with internal and external customers in supporting internal referrals regarding amenity, waterway condition and maintenance aspects on statutory applications • Administer and process diversion licensing and works applications • Capture and record all licensing related information into Victorian State Water Register in accordance with legislative obligations. • Recruit landholders, community groups, public land managers and external assessors to support delivery of the River Health Incentives Program • Identify and address barriers to community participation and uptake of incentive programs and projects to allow RHIP targets and outcomes to be met • Support the prioritisation of projects within the River Health Incentives Program • Oversee the implementation of on-ground outcomes via the River Health Incentives Program • Proactively engage with customers & stakeholders regarding liveability service opportunities on MW land/assets, for example the facilitation of shared pathway agreements on Melbourne Water land and assets • Support the development and implementation of MW-local government flood management plans • Work with internal and external customers to provide technical and legislative advice and respond to statutory applications and other referrals within required agreed service response times 	<p>particular the Engaged Community and Local Government segments)</p> <ul style="list-style-type: none"> • Incentives effectively delivered including recruitment of new customers in priority areas • Referral responses meet timing objectives • Flood management plan actions delivered (where relevant) • Diversions applications meet Customer charter and Operating Plan KPI's
<p>Day-to-day customer & issue management interface</p> <ul style="list-style-type: none"> • Work closely with the Customer Response Officer in line with customer issue management accountabilities • Support the development and review of event-response procedures • Manage customer issues requiring problem solving and possibly stakeholder/agency engagement that aren't able to be resolved rapidly • Participate, and promote the work that we do, in community forums and address barriers to community participation and uptake of programs and projects. 	<ul style="list-style-type: none"> • Contribution to achievement of relevant reputation survey objectives for applicable customer segments (in particular the Engaged Community and Local Government segments) • Waterways and land targets achieved.
<p>Customer Relationship Management</p> <ul style="list-style-type: none"> • Build relationships as required to ensure effective delivery of core programs including engagement on customer committees. • Work with Melbourne Water's Customer Account Managers to implement customer strategies, with engaged community groups, including by: <ul style="list-style-type: none"> ◦ Identifying, understanding and responding to customers' needs and expectations ◦ Ensuring customers understand Melbourne Water's vision, strategic direction and works and services 	<ul style="list-style-type: none"> • Engagement with customers in line with the customer register • Contribution to achievement of reputation survey objectives for applicable customer segments (in particular the Engaged Community and Local Government segments)

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Safety and Culture

- Strong safety focus and responsibility
- Foster and support knowledge exchange to help build competencies within geographic team and the broader Regional Delivery teams
- Improved alignment and engagement score
- Undertake agreed safety leadership activities

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Demonstrated ability to build and maintain strong customer relationships
- Ability to adopt an organization-wide perspective and capability to influence and lead external and internal stakeholders
- Experience in waterway, drainage and land asset management, natural resource management, waterway planning and rehabilitation practices, and with statutory planning processes
- Analytical and problem solving skills, including the ability to determine and adapt management approaches for a broad range of waterway, drainage and land management situations
- Well-developed interpersonal skills and an ability to communicate clearly and effectively with a wide range of people both within Melbourne Water, external organisations and with the general public, sometimes in conflict situations
- Well-developed negotiation skills with the ability to facilitate mutually agreed outcomes
- Demonstrated ability to work and contribute in a team environment to improve processes, respond to various demands and manage multiple activities simultaneously
- Demonstrated project and contract management skills and the ability to supervise consultants
- Demonstrated ability to use initiative and innovation in a range of tasks
- A proactive, solutions-focused, continuous improvement mindset and demonstrated resilience.

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

- Waterways & Land Delivery
- Development Services
- Waterways Asset Management
- Sewerage & Drainage Asset Management
- Land Asset Management teams

EXTERNAL

- 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, Southern Rural Water and Catchment Management Authorities

SALARY RANGE:

- EA salary level 6

OTHER COMMENTS:

This role requires the following:

- Tertiary degree in one of the following subject areas: environmental management, environmental science, science, or environmental or civil engineering (highly desirable)
- Ability to swim at a competent level due to any work near, on or in water
- Drivers license

Location: 990 La Trobe Street, Melbourne 3008

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