

# MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

Diversons Officer

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Service Lead Water Resources and Compliance	This role has 0 direct reports, and a team of 0 employees.
THIS ROLE EXISTS TO: (PURPOSE)	
<p>The Diversions Officer will support the management of Melbourne Waters’ diversions function including license administration, management of metering, compliance and working with relevant customers for the effective delivery of Diversion services throughout the Port Phillip and Westernport Region.</p>	
KEY ACCOUNTABILITIES:	
<p>Maintain our customers’ and stakeholders confidence and trust as the region’s waterway and streamflow diversion manager ensuring water resources are managed in accordance with delegated functions and legislative obligations. Specifically responsibility for:</p> <ul style="list-style-type: none"> <li>• Administer diversion license applications relating to stormwater, water trading, transfers and works from streamflow diversions customers</li> <li>• Manage metering activities including asset installation, maintenance and recording</li> <li>• Initiate and undertake compliance and enforcement activities</li> <li>• Internal and external customer and stakeholder interaction and engagement</li> <li>• Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives</li> </ul>	
KEY RESPONSIBILITIES	KPIs
<p><b>License Administration</b></p> <ul style="list-style-type: none"> <li>• Manage general customer issues and enquiries regarding licensing issues.</li> <li>• Administration, referral and determination of licence applications for take and use of water, stormwater and for the construction, alteration, operation or decommissioning of works on waterways</li> <li>• Provide technical and in field assistance to Diversion customers for complex applications.</li> <li>• Capturing and recording of all licensing related information into the State Water Register and Diversions database</li> <li>• Contribute to external stakeholder engagement plan including committees, webpage, media, newsletters and field days</li> <li>• Develop and carry out annual property inspection program</li> <li>• Provide support to the field operations and daily administrative tasks of diversions management including annual invoicing processes.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Charter obligations and service requirements met</li> <li>• Waterways Strategy and Operating Charter targets met.</li> <li>• Compliance with Statement of Obligations (Diversions)</li> <li>• Participation in the development and implementation of Water Resource Management Plans.</li> </ul>
<p><b>Metering</b></p> <ul style="list-style-type: none"> <li>• Manage meter and data logger annual maintenance and inspection programs. (Asset maintenance PM’s.)</li> <li>• Implement monthly program of meter readings and associated data entry / compliance checks.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Charter obligations and service requirements met</li> <li>• Waterways Strategy and Operating Charter targets met.</li> </ul>

Job level: EA 5

Assessed by: People Hub

Date Assessed: March 2018

Last reviewed date: October 2024

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<p>Respond to meter and data logger maintenance issues (Asset BM's, CM's)</p>	<ul style="list-style-type: none"> <li>• Compliance with Statement of Obligations (Diversions)</li> <li>• Satisfy metrological standards for meter asset management.</li> </ul>
<p><b>License Compliance</b></p> <ul style="list-style-type: none"> <li>• Ongoing monitoring of flow conditions and implementation of bans, rosters and restrictions as required across all sub-catchments</li> <li>• Monitor and enforce licence conditions as necessary to manage the water resource equitably (including task reports and compliance inspections)</li> <li>• Farm dam inspections and monitoring implementation of dam safety report recommendations</li> </ul> <p>Working with and influencing partners, stakeholders and customers to implement the vision, strategies and achieve agreed levels of service through effective regulation of licensing.</p>	<ul style="list-style-type: none"> <li>• Customer Charter obligations and service requirements met</li> <li>• Waterways Strategy and Operating Charter targets met.</li> <li>• Compliance with Statement of Obligations (Diversions)</li> <li>• Contribute to the annual diversions monitoring and infield inspection programs.</li> <li>• Processes followed in accordance with the MW Compliance and Enforcement Procedure</li> <li>• Legislative and statewide policy requirements met.</li> </ul>
<p><b>Safety and Culture</b></p> <ul style="list-style-type: none"> <li>• Strong safety management focus and responsibility</li> <li>• Taking care of own and colleagues' health and safety through identification and reporting of hazards and active involvement in improvement initiatives</li> <li>• Foster and support knowledge exchange to help build competencies within the team</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to an improved alignment and engagement score</li> <li>• Undertake agreed safety leadership activities</li> </ul>

### SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

#### Customer Focused

- Engages customers to gain insights to support the development of strategies and programs
- Highly developed interpersonal skills, together with high level verbal and written communication skills in sensitive or complex circumstances.
- Ability and personality to liaise and negotiate with people at all levels within and externally to Melbourne Water including dealing with conflict situations

#### Commercial

- Demonstrated organisational and project management skills, ability to manage time effectively and meet critical timetables.

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### Innovative

- Explores and implements processes for continuous improvement, including acceptable risk tolerances to foster innovation across the team.
- Fosters relationships with external stakeholders and partners to encourage and support collaborative innovation to achieve best practice processes in waterway and integrated water management
- Works collaboratively with regulators to challenge the status quo and deliver improved policy and outcomes for stakeholders and customers

### Sustainability

- Demonstrated experience in a relevant facet of water resource management, natural resource management or planning and policy role.
- A sound understanding of catchment, waterway, and ecological philosophies and practices.
- An understanding of environmental issues associated with stream flows and diversion practices

### Engaging

- Contributes to the team in accordance with Melbourne Water constructive behaviours, and code of conduct
- Builds collaborative relationships with external stakeholders and customers to leverage expertise and foster an open and transparent approach to improve service delivery.
- Good interpersonal skills with high-level verbal and written communication skills in sensitive or complex circumstances.

### Adaptable

- Ability to investigate complex issues and recommend solutions.
- Demonstrated ability to work on a number of simultaneous projects with little supervision

### Technical

- Understanding of federal and state government water resource policy and legislation eg. Water Act 1989 with a focus on licensing requirements.
- A sound understanding of the rural sector and agricultural enterprise including knowledge of irrigation practices, crop water requirements and pump operations.
- Experience in water resource management and ability to undertake hydrological assessments.
- Computer skills in word processing, spreadsheets, GIS, mobile computing and database applications are required

## 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 and Catchment Services
- Works Delivery
- Environmental Water Resources
- Service and Asset Lifecycle teams - Drainage Asset Management, Land Asset Management & Waterway Asset Management
- Various Service Futures and Customer & Strategy teams

### EXTERNAL

- Private landholders

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- Local governments
- Community groups
- Diversions customers
- Members of the general public

Various government agencies including Parks Victoria, Department of Energy, Environment and Climate Action, Southern Rural Water and Catchment Management Authorities.

### SALARY RANGE:

- EA salary level 5
- 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:

- Relevant industry experience is desirable.
- Demonstrated professional experience is preferred
- Criminal Records Check
- Medical Assessment
- Victorian Drivers Licence
- Ability to swim at a competent level due to any work near, on or in water
- This position is eligible for an operational vehicle in line with MW Motor Vehicle policy and procedures.

Location: North East Regional Office, Croydon