

MW ROLE MANDATE

Date assessed: October 2024

Position	Manager Service Programs Futures	Reports to	Senior Manager Waterways Drainage & Catchments Service Programs			Group	3	
Division	Service & Asset Lifecycle	Span of Control	Direct Reports:	4	Indirect Reports:	0	Grade	17
Role Purpose						Measures of Success		
<p>The Manager Service Programs Futures is accountable to Senior Manager Waterways Drainage & Catchments Service Programs for leading the Service Portfolio of emerging (future) service programs, ensuring Melbourne Water has an optimised, fit for purpose suite of Programs to enable the delivery of defined services and service objectives, is regulated and meets other obligations and stakeholder expectations.</p> <p>This role is responsible to lead, drive and deliver on effective and efficient asset planning and management outcomes, including the management of risk and investment at optimal lifecycle points (growth, compliance or asset performance and renewal), across various asset portfolio discipline(s).</p>						<p>Time focus: <i>(see detail over page)</i></p> <p>5% Influencer 5% Strategist 30% People 60% Driver</p>		
Key Individual Accountabilities						Qualifications & Experience		
<ul style="list-style-type: none"> • Interpret Service Master Plans into Service Technical Objectives • Develop Programs (Program Performance Objectives, costing, to deliver on the Service Technical Objectives • Monitor, assess and respond to Program performance, including activation of future steps in service master plans • Lead the establishment of management strategies for various asset portfolios • Lead the development and prioritisation of capital, non-asset and maintenance investment programs for various asset portfolios • Lead the review of service risk profiles across various asset portfolios and support the preparation of the annual Service Capability Report for those services • Program control of the 5 year investment portfolio • Governance reporting of the 5 to 30 years investment portfolio, service risk and benefits realisation • Meeting relevant statutory key performance indicators and industry agreed time frames for customer service • Identify opportunities for the implementation of new techniques and processes for impacted Melbourne Water assets • Lead the development and implementation of co-delivery partnerships (service design, co-funding, co-delivery) with key stakeholders and community • Investigate business needs, prepare business cases (BNI's) • Providing leadership to ensure the safety and well-being department has the culture and capability to achieve high performance 						<ul style="list-style-type: none"> • Tertiary degree in science or environmental engineering or discipline field • Experience and knowledge of asset management processes, risk assessment and management techniques, and project and program management • Technical leadership and guidance in relation to complex works, projects and programs • Demonstrated capability to practically evaluate options and proposals • Knowledge and proven experience in Whole of Life Asset Management and large scale natural resource planning • Strong financial and commercial acumen skills to control, budget and forecast expenditure • Demonstrated ability to build and maintain strong relationships and partnerships both within and outside the business • A strong customer service and stakeholder engagement focus that engenders consensus building and optimised 'industry and community outcomes' • A demonstrated ability to identify and implement initiatives that generate safer workplaces for Melbourne Water personnel and contractors 		

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		<ul style="list-style-type: none"> • Demonstrated ability to design, develop and lead implementation of co-delivery outcomes with stakeholders and community through the development of partnerships
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 • • 	

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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