

MW ROLE MANDATE

Position	Service Insights Lead	Reports to	Manager Goal Hub				Group	3
Division	Service Futures	Span of Control	Direct Reports:	0	Indirect Reports:	0	Grade	16
Role Purpose			Measures of success					
The Service Insights Lead is accountable to for providing an enterprise-wide view of the performance of Melbourne Water’s services, leveraging data from across the business to create a coherent, evidence based narrative on risks and opportunities to delivering our services			Time focus: <i>(see detail over page)</i> 5% Influencer 5% Strategist 30% People 60% Driver					
Key individual accountabilities			Qualifications & Experience					
<ul style="list-style-type: none"> Clearly communicate information, insights and recommendations to TLs, DRs, LT, MD and Board to inform tactical and strategic decision-making. Lead the development of dashboards and other tools for the LT and Board, to provide contemporary evidence to support insights and recommendations. Lead the development of metrics to assess MW’s performance in delivering our services. Work with other teams to streamline the collection and assessment of information used to assess performance, develop business plans and produce reports. Build and maintain relationships throughout different levels in the business to ensure information is obtained efficiently and is fit for purpose. Provide specialist technical advice on the development of metrics to the wider business 			<ul style="list-style-type: none"> Tertiary qualification in engineering, project management, or related technical discipline Victorian Driver’s License. Police & Qualification Check Advanced problem solving, analytical, synthesis, communication, coordination, and stakeholder management skills Demonstrated problem solving and analytical skills which add value to business and customers Demonstrated ability to develop meaningful lead and lag metrics to measure performance. 					
Key shared accountabilities			Technical capability					
<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</i> Customer and Community: <i>Divisions internal NPS score as a service; Overall MW 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"> Highly developed xxxx management skills. Knowledge of xxxx standards, legislation and regulatory authorities Expertise in xxxx planning and management Expertise in xxxx investigations and reporting 					
Decision Rights – owns			Decision Rights - influences					
<ul style="list-style-type: none"> Execution of Strategy and business plan Team’s operational budget Approval of financial expenditure (within delegated authority) Team structure within agreed Corporate Plan FTE & budget Team succession planning Stop work directions Regulator responses and management 			<ul style="list-style-type: none"> People leaders embedding a Safety culture across the organisation HS&W risk appetite and tolerance settings xxxx strategy External audit program and external accreditation standards 					

Date assessed:

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Time Focus			
Influencer	Strategist	People	Driver
<ul style="list-style-type: none"> • Influence change across your teams and organisation to accelerate strategy execution, mindset change and accountability. • Build strategic relationships across business and relevant external markets (peers, partners, govt.). • Ensure Board confidence in division. Support Managing Director 	<ul style="list-style-type: none"> • Position your business and the enterprise for the future (Future Focus), using foresight for innovation 	<ul style="list-style-type: none"> • Leading, coaching and inspiring. Recruiting the right talent to ensure strategy execution 	<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 capital spend targets, and ensure consistent audit outcomes