

# MELBOURNE WATER POSITION DESCRIPTION

## TEAM LEADER, RESILIENT FUTURES PLANNING



REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
MANAGER INNOVATION & RESILIENCE	This role has a team of 5-10 employees, depending on organisational needs.
THIS ROLE EXISTS TO: (PURPOSE)	
<p>Drive integrated planning that builds the resilience of our region to the challenges of urbanisation and climate change through coordinated planning for flooding and drainage and delivery of strategic land use planning.</p> <p>This will be achieved by:</p> <ul style="list-style-type: none"> <li>• Determining the desired long-term community outcomes for flooding and drainage services across the region and planning together with our flood partner organisations to achieve these outcomes.</li> <li>• Aligning and integrating regional and local land use and flood planning priorities with other agencies and activities that provide community benefits.</li> <li>• Using strategic land use planning tools to effectively deliver outcomes across all our services</li> <li>• Overseeing the preparation of collaborative strategies, plans, positions, tools and associated instruments that will enhance a coordinated multi-agency approach to flooding and build community resilience.</li> <li>• Establishing a consistent, coordinated and long-term approach to strategic land use planning and flood planning in Melbourne Water’s decision-making and activities.</li> </ul>	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none"> <li>• Drive and embed transformation and continuous improvement across the business for strategic land use planning and flood planning including through the development of strategies, plans, programs, guidelines and tools</li> <li>• Work closely with external partners, customers and the community to ensure strategies and programs are aligned with customer expectations and international best practice.</li> <li>• Contribute to the establishment of Melbourne Water’s levels of service by setting new standards for different areas or customers in relation to land use planning and community risk and resilience planning.</li> <li>• Share land use planning and flood planning information and build knowledge and capacity across Melbourne Water and partner organisations.</li> <li>• Lead the piloting of new services and projects that enhance the resilience of our region, outcomes for Melbourne Water land and waterways, and minimise the risk posed to others.</li> <li>• Monitor and report progress on the implementation of plans and strategies developed by the team.</li> <li>• Leadership and delivery of key strategic change initiatives to assist building strategic land use planning, flood, and resilience capabilities into business as usual across Melbourne Water.</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>• Other duties as directed by the Manager Innovation and Resilience.</li> </ul>	

Job Level: 17

Assessed by: P&C

Date: December 2018



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KEY RESPONSIBILITIES	KPIs
<p><b>Relationship Management</b></p> <ul style="list-style-type: none"> <li>• Build and maintain collaborative and engaged relationships and partnerships</li> <li>• Influence multiple and diverse stakeholders, internal and external to the business to ensure the reputation of the business is enhanced</li> <li>• Adopt a customer centric approach that puts customer needs at the centre of the organisation's approach to integrated planning</li> <li>• Collaborate with and influence multiple and diverse stakeholders, internal and external to the business to ensure we maximise the value of our assets whilst delivering integrated customer outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Reputation survey results</li> <li>• Positive feedback from customers</li> <li>• Adoption of changed approaches by Integrated Planning and Service Delivery teams</li> </ul>
<p><b>Strategy and planning</b></p> <ul style="list-style-type: none"> <li>• Provide strategic advice to the Manager Innovation and Resilience, Integrated Planning Management Team and Melbourne Water Leadership Team</li> <li>• Engage employees in the Strategic Direction and the future of the organisation</li> <li>• Understand financial implications of decisions</li> <li>• Manage and plan your resources (people, time, budget)</li> <li>• Foster a high performance culture by setting clear goals, holding people accountable and managing performance</li> <li>• Motivate and encourage others during times of change and complexity</li> <li>• Oversee and prioritise the team work program for strategic land use planning and climate and resilience programs, that deliver government priorities and Melbourne Water's Strategic Direction in line with functions strategies and business plans</li> </ul>	<ul style="list-style-type: none"> <li>• Implementation of business plans in line with agreed plans, action and targets</li> <li>• Team opex and capex spend actuals vs budget</li> </ul>
<p><b>Lead and develop people</b></p> <ul style="list-style-type: none"> <li>• Lead and develop a high functioning team who facilitate and foster effective relationships to meet team accountabilities and desired community outcomes</li> <li>• Identify and develop leaders within your team</li> <li>• Promote safety and wellbeing for all employees</li> <li>• Role model MW leadership capabilities and constructive behaviours</li> </ul>	<ul style="list-style-type: none"> <li>• All employees have a development plan</li> <li>• % development plan actions completed</li> <li>• Employee engagement survey results</li> <li>• Culture survey results</li> <li>• 360 feedback results</li> </ul>
<p><b>Community awareness and engagement</b></p> <p>Demonstrate Melbourne Water's role and achievements in driving improvements to strategic land use planning and flood planning outcomes for the community.</p>	<ul style="list-style-type: none"> <li>• Customers and community informed and engaged in planning</li> <li>• Industry recognition of Melbourne Water's role through awards and commendations</li> </ul>

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### SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Highly developed interpersonal skills, together with high level verbal and written communication skills in sensitive or complex circumstances
- Strategic thinking and insight with significant experience in the development and implementation of complex programs and projects and in business process improvement
- Ability to build and lead a highly effective team, focused on customer needs and achievement
- Demonstrated experience in policy and strategy development
- Ability to identify and drive new and innovative processes and thinking.
- Recognised leadership and superior influencing skills for achieving complex program outcomes
- Demonstrated experience in land use planning, flood, and resilience planning
- Demonstrated experience in collaborating with community and stakeholders
- Demonstrated organisational and project management skills, with the ability to manage competing priorities to meet tight deadlines
- Ability and personality to engage and work with people in various roles within and external to Melbourne Water
- Ability to listen to and understand customer needs and respond accordingly

### 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

- Very strong relationships are required with the Manager and other Team Leaders in the Integrated Planning group.
- Strong relationships are required with Customer and Strategy and Service Delivery teams. Communication with internal stakeholders includes facilitation and provision of advice and direction on specific programs, plans, projects, procedures and policy, and seeking inputs to land use planning, climate and resilience activities.

#### EXTERNAL

- Very strong relationships are required with local government and state agencies
- Communicate and collaborate with numerous external stakeholders to ensure high quality engagement with key project partners, including (but not limited to) DELWP, local councils, VPA, MAV, EPA, SES, EMV and community groups.
- Negotiation for clear and tangible land use planning, flood and resilience outcomes, which includes a comprehensive appreciation of community and customer expectations, strategic alignment, and public good.

### SALARY RANGE:

- 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 Tertiary Degree
- Criminal Records Check

Location: 990 La Trobe St, Docklands, 3008.

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