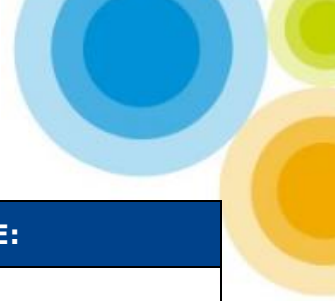


MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

Senior Service Planner – Healthy Waterways



REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Manager Service Programs Healthy Waterways	This role has 0 direct reports
THIS ROLE EXISTS TO: (PURPOSE)	
Provide Senior Service Planner expertise and support to the Manager Service Programs Healthy Waterways in applying best practice asset management to develop integrated 5-10 year rolling investment programs for waterway assets that deliver the required waterway services in line with the Port Phillip and Westernport Healthy Waterways Strategy.	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none">• Support the Service Programs Healthy Waterways Team to protect and improve the value of waterways by:<ul style="list-style-type: none">○ Providing expert advice and technical direction in developing and applying management regimes that will protect and improve the multiple, interdependent aspects of the cultural, social and environmental condition and function of waterway assets and functions.○ Working collaboratively with internal partners to develop integrated 5-10 year rolling investment programs that will deliver waterway protection and improvement activities to maintain provision of multiple, interdependent waterway services.○ develop detailed options and interventions for habitat protection and improvement.○ Developing and maintaining an up to date 20 year capital plan that deliver the waterway protection and improvement works and structures to maintain provision of multiple, interdependent waterway services to support the provision of waterway services.○ Developing, applying and communicating relevant approaches for prioritising the works program for waterway assets.○ Assessing and reporting on waterway asset performance, service capability and risk to waterways services.○ Establishing and maintaining the requisite waterway asset management policies, plans, procedures and standards.○ develop and institute agreed investment and prioritisation processes based on best practice asset management principles that support the development of coherent and agreed integrated investment programs.○ Work across Service Programs and with key customers in developing and instituting agreed investment and prioritisation processes based on best practice asset management principles.○ Develop the processes for assessing the effectiveness of the waterways program.• Build and maintain positive customer and stakeholder relationships.• Contribute to a positive team culture, consistent with Melbourne Water’s behaviours.• In delivering all accountabilities, strive for a generative safety culture• Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives.	

Job level: EA Level 7
Assessed by: P&C
Date Assessed: April 2023
Last reviewed date:

MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

Senior Service Planner – Healthy Waterways



KEY RESPONSIBILITIES	KPIs
<p>Develop 3-10 year investment program to deliver the waterway services</p> <ul style="list-style-type: none"> • Works constructively with internal partners to develop the program. • Works with the Manager Service Programs Healthy Waterways to ensure the program is realistic and will be effective. • Develop effective linear waterway management options and interventions. 	<ul style="list-style-type: none"> • An agreed 3-5 year investment program • An up to date 20 year capital program. • Provision of effective linear waterway management options and interventions, in agreed timeframes.
<p>Asset Management</p> <ul style="list-style-type: none"> • Provide expert understanding of the: <ul style="list-style-type: none"> ○ condition of waterway assets and the effectiveness of waterway management interventions. ○ performance of waterway assets and their service capability / risk to service. • Establish requisite standards and management regimes to manage linear waterway assets. 	<ul style="list-style-type: none"> • Our people are recognised as world leaders in Asset Management and Maintenance through industry benchmarking. • Successful implementation of the intent of Melbourne Water’s Asset Management Strategy as it relates to waterways. • Agreed linear waterway management standards, management regimes and guidelines are up to date and contemporary.
<p>Develop and maintain an effective investment decision making approach for waterway condition (including social values) services</p> <ul style="list-style-type: none"> • Lead the establishment of agreed procedures and processes for: <ul style="list-style-type: none"> ○ integrated and prioritised waterway condition programs, ○ consultative frameworks for managing waterway condition, and ○ assessing program effectiveness • Work constructively with internal and external partners to successfully implement the agreed investment frameworks. • Provide expert advice on investment frameworks and assessing program effectiveness 	<ul style="list-style-type: none"> • Clearly defined processes and procedures for waterway condition investment • Well understood processes for consultation and prioritisation of waterways programs.

Job level: EA Level 7
 Assessed by: P&C
 Date Assessed: April 2023
 Last reviewed date:

MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

Senior Service Planner – Healthy Waterways

Customer Service and relationship management <ul style="list-style-type: none">• Understand customer needs and provide progressive and timely solutions.• Build strong and productive relationships.• Influence others to pursue a course of action.• Contribute to a positive team culture.	<ul style="list-style-type: none">• Reputation survey results• Act in accordance with the agreed Melbourne Water and team behaviours
Generative Safety Culture <p>Support team leadership in proactive Health and Safety Leadership and in addition to a personal commitment to generating a safety culture and to involving other team members in team health and safety plans.</p>	<ul style="list-style-type: none">• Contribute to the team’s Health and Safety plan managed safety initiatives.

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Experience in working in senior roles in high performing teams.
- Experience in developing effective networks in a diverse and complex multiagency delivery environment.
- Experience in all relevant social, cultural, economic and environmental aspects of waterway management.
- Good problem solving and analytical skills which adds value to business and waterways
- Proven communication and negotiation skills.
- Extensive coordination, prioritisation and time management skills to deliver on long-term objectives while managing day-to-day challenges within tight timeframes and work unsupervised.
- Proven judgment working in a complex and multi-agency environment.
- Demonstrated ability to effectively communicate verbally and in writing with all stakeholders and to prepare and deliver information to an audience in a professional manner.
- Demonstrated experience in supporting a healthy, safe and supportive work environment
- Demonstrated commitment to self-awareness, self-reflection and ongoing personal development.

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

- Service Enablement Healthy Waterways
- Waterways & Catchment Services
- Customer, Community and External Affairs
- Service Futures
- Safety

EXTERNAL

Job level: EA Level 7

Assessed by: P&C

Date Assessed: April 2023

Last reviewed date:

MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

Senior Service Planner – Healthy Waterways

- Local Government
- Department of Energy, Environment and Climate Action
- Parks Victoria

SALARY RANGE:

- EA salary level 7
- 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:

- Understanding of asset management waterway management principles.
- Tertiary qualification in Ecology/Biological Sciences/Natural Resource Management, engineering or related technical discipline.
- Victorian Driver's License.

Location: 990 Latrobe St, Docklands

Job level: EA Level 7
Assessed by: P&C
Date Assessed: April 2023
Last reviewed date: