

MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

Senior Service Planner

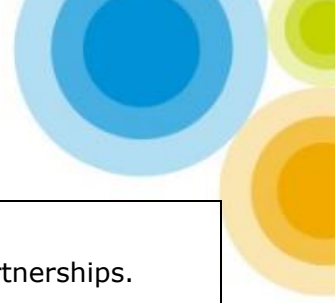


| REPORTS TO: | DIRECT REPORTS AND TEAM SIZE: |
|---|--------------------------------|
| Manager, Service Programs Futures | This role has 0 direct reports |
| THIS ROLE EXISTS TO: (PURPOSE) | |
| Provide expert level technical leadership, coordination and oversight of programs of new and innovative asset and non-asset solutions, leading to regeneration and resilience, including large scale stormwater harvesting and infiltration and key partnerships to develop integrated 5- 10 year rolling investment programs across multiple portfolio areas depending on changing priorities. | |
| KEY ACCOUNTABILITIES: | |
| <ul style="list-style-type: none">• Proactively influence decision making process by providing expert technical direction in innovative, new and emerging services including asset and non-asset programs particularly in the areas of stormwater harvesting and infiltration and partnerships.• Staying informed of industry issues and provide guidance regarding the interpretation of regulations or standards, developing and implementing training of others.• Interpreting our strategies, Adaptive Service Plans and Waterways and Drainage Investment Plan into Technical Objectives and other key elements of Asset Management Plans relevant for new and emerging asset and non-asset solutions programs.• Collaboratively develop, apply and communicate relevant approaches for prioritising programs and investment levels with team, key partners, customers and stakeholders.• Work with internal and external stakeholders to normalise, transition, enable and embed asset and non-asset solution outcomes into Melbourne Water’s projects and programs.• Working collaboratively with internal and external partners, lead the development of 5-10 year rolling investment programs that deliver stormwater harvesting and infiltration and priority partnerships for life and liveability outcomes.• Lead the development of detailed options for the trialling of new asset and non-asset solutions to inform development of future programs of work.• Develop the processes for assessing the effectiveness of new asset and non-asset solution programs.• Support continuous improvement within the Waterways, Catchments and Drainage team including building and sharing skillsets in partnerships, collaboration, use of technology, communication and project management.• Lead the development of innovative solutions to address internal challenges and barriers so that | |

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we can improve our ability to deliver integrated customer centric outcomes.

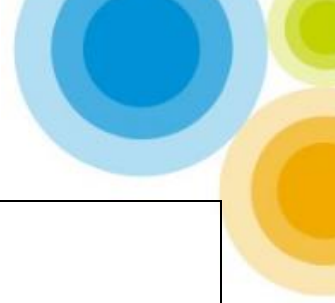
- Build, maintain and enhance positive stakeholder relationships and strategic partnerships.
- In delivering all accountabilities, strive for a generative safety culture.

| KEY RESPONSIBILITIES | KPIs |
|--|--|
| <p>Develop program to deliver new asset and non-asset solutions</p> <ul style="list-style-type: none"> • Works constructively with internal and external partners to develop projects and programs. • Works with the Manager Service Programs Futures to ensure the program is realistic and will be effective. • Develop effective new and innovative asset and non-asset solution options and interventions. • Across agile teams, plan, develop, deliver and evaluate pilot projects and programs. | <ul style="list-style-type: none"> • An agreed 3-5 year investment program • An up to date 20 year capital program. • Provision of effective program options and interventions, in agreed timeframes. |
| <p>Asset Management for new and emerging asset solutions</p> <ul style="list-style-type: none"> • Through trialling new asset and non-asset solutions, through facilitating agile teams, develop an expert understanding and resources including guidelines and standards to drive business and partner adoption including how to: <ul style="list-style-type: none"> • Design new solutions. • Condition standards. • Management regimes and asset performance evaluation, service capability and service risk. | <ul style="list-style-type: none"> • Successful implementation of the intent of Melbourne Water’s Asset Management Strategy to program portfolio. • Agreed standards, management regimes and guidelines are developed for program portfolio. • Successful transition of pilot programs and initiatives to other parts of the business and part of embedding into business as usual. |
| <p>Partnerships, and customer stakeholder relationships</p> <ul style="list-style-type: none"> • Build strong and productive relationships externally and internally to understand needs, provide progressive and timely solutions, strategically program plan opportunities, facilitate innovation and lead organisational change. • Lead and drive the transition of pilot programs and initiatives to other parts of the business. | <ul style="list-style-type: none"> • Reputation survey results • Act in accordance with the agreed Melbourne Water and team behaviours |

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| <ul style="list-style-type: none">Identify barriers and innovative solutions to assist the organisation to deliver integrated customer outcomes and partnerships that are valued and create efficiencies for the organisation.Contribute to a positive team culture. | |
| <p>Generative safety culture</p> <ul style="list-style-type: none">Care of own and colleagues health and safety, through identification and reporting of hazards and active involvement in improvement initiatives. | <ul style="list-style-type: none">Contribute to the team's health and safety initiatives. |

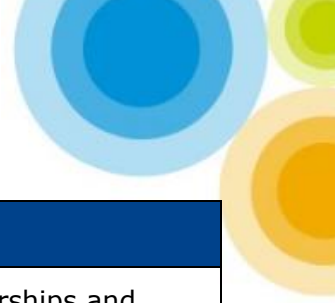
SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Expert level proficiency in stormwater management and partnership approaches.
- Experience in working in senior roles in high performing teams.
- Well-developed ability and interpersonal skills to understand the needs and concerns of others, and adjust own approach accordingly is expected at this level.
- Ability to influence and promote integrated valued outcomes.
- Experience in developing effective networks in a diverse and complex multiagency delivery environment.
- Good problem solving and analytical skills which adds value to business and customers.
- Proven communication and negotiation skills.
- Extensive coordination, prioritization 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 contributing to a healthy, safe and work environment
- Demonstrated commitment to self-awareness, self-reflection and ongoing personal development
- Foster a high performance culture by setting individual goals and managing performance
- Ability to work and contribute in a team environment to: improve processes; respond to various demands; and manage multiple activities simultaneously.

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KEY RELATIONSHIPS:

All Melbourne Water employees are responsible for managing aspects of our partnerships and customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer and partnership experience.

Internal

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

External

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

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 in Engineering or Science
- Pre-employment Health Assessment
- Victorian Driver's License

Location: 990 La Trobe Street, Melbourne 3008