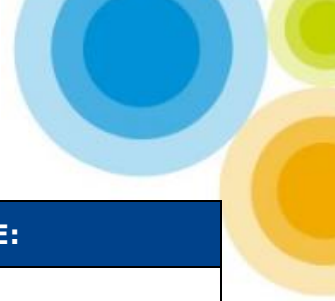


MELBOURNE WATER POSITION DESCRIPTION

OFFICIAL

Process Improvement & Operational Data Specialist



REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Area Lead, Drinking Water Treatment	Nil
THIS ROLE EXISTS TO: (PURPOSE)	
<p>This position exists to:</p> <ul style="list-style-type: none">• Provide technical knowledge for continuous improvement and optimisation of operational risk controls and performance monitoring, to ensure the most efficient and effective delivery of service outcomes (water supply services), as well as meeting regulatory, corporate, community and customer expectations.• Refine and drive the adoption of contemporary, best practice operational processes, systems and tools.• Provide technical leadership primarily in the analytical space for the integration of new operational systems and philosophies with the aim of increasing efficiencies, improving product quality and reducing manual tasks.• Proactively deliver tasks for Melbourne Water’s Integrated Operations Control Centre (IOCC) initiative.	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none">• Drive initiatives to minimize operator interventions, including through the exploration of alternative technologies, with the goal of increased safety and financial efficiency.• Through technical aptitude, drive continuous improvement in business processes, including supporting Melbourne Water’s IOCC initiative. This will be achieved through not only the Quality & Process Improvement team, but equally through working closely with peer operational, asset and maintenance management, and asset technology and planning teams.• Lead alarms rationalisation across Water Supply and Sewage Transfer sites to ensure alignment to Melbourne Water’s Standards.• Support the SCADA upgrade, working closely with asset management services, operational technology, and IT to drive progression and maximize value to the operational teams, including the exploration of data analytics.• Lead the development and analysis of performance metrics via identifying, analysing, and interpret trends or patterns across various databases in support of the operations teams, ensuring consistency and standardisation of practice.• Develop and support processes, protocols, and communication tools for IOCC to guide Water Supply and Sewage Transfer staff in their operational responses.• Coordinate operational data management – integrate information from across Water Supply operations to create and maintain quality data sets that are accurate and complete, auditable and orderly.• Build influential working relationships with subject matter experts with key internal and external stakeholders and operational specialists to prioritise, drive and embed improvement projects and support the realisation of benefits.• Ensuring a strong connection and alignment between required customer service, and regulatory obligations, with operational controls.• Continually support broader operational teams technical knowledge and capability related to operational activity, risk management and financial performance. Support operational teams in this regard through readily available and relevant process information, such as usage & performance metrics, dashboards, integrated data, alarm standardisation, etc.• Taking responsibility for own and colleagues’ Health and Safety by demonstrating commitment to Melbourne Water’s safety objectives and safe systems of work.	

Job level: EA Level 7
Assessed by: People Hub
Date Assessed: October 2024
Last reviewed date: October 2024

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- Actively promote and foster constructive behaviours to enhance Melbourne Water’s organisational safety culture and performance, including driving process safety improvements which support this outcome
- Maintain a strong customer service focus to ensure understanding and ownership of risk controls from operational teams.

KEY RESPONSIBILITIES	KPIs
<p>Business Sustainability</p>	<ul style="list-style-type: none"> • Identify and support the implementation of IOCC projects, which deliver improved operational processes, oversight, and financial outcomes to Water Supply and more broadly across Service Delivery • Alarms rationalisation improvement across Water Supply and Sewage Transfer sites to align with MW’s Standard • Development and support ongoing operational and financial metrics for Water Supply
<p>Continuous Improvement</p>	<ul style="list-style-type: none"> • Embed operational processes and protocols for IOCC to guide Water Supply and Sewage Transfer staff • Deliver a steady pipeline of water operations related efficiency projects to deliver efficiency gains and providing oversight of operational activities. • Provide an exceptional level of support to field teams during implementation of projects, including point of contact for any ongoing support. • Pursue optimization initiatives with the goal of increased safety and financial efficiency.
<p>Safe and Inspired People</p>	<ul style="list-style-type: none"> • Demonstrated safety leadership as agreed in Performance Plan • Assurance Tasks are completed and are managed in accordance with MW’s Management System • Employee engagement survey outcome • Positive relationships formed with internal and external stakeholders
<p>Data Management</p>	<ul style="list-style-type: none"> • Provide analysis of data and identify trends or patterns to inform improvement and corrective activities • Contribute to the development of data analytics framework • Dashboard development associated with maintenance and reliability activities • Improvement opportunities identified • Data is readily available, of high quality and in a suitable format for external target reporting and internal KPI reporting
<p>System and Process Improvements</p>	<ul style="list-style-type: none"> • Project management for identified process improvements and initiatives

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SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

REQUIRED

- Experience in analysis of operational controls and optimisation, within an industrial context (such as risk management, manufacturing, processing, or utilities).
- Demonstrated expertise and delivery of continuous improvement in operational efficiency and effectiveness through use of contemporary operational controls, process mapping and improvement methodologies and tools.
- Strong strategic and analytical skills, capable of considering a whole of enterprise view.
- A rigorous approach to problem identification and a creative approach to problem solving.
- Ability to provide technical leadership to technical and non-technical professionals.
- Experience in the implementation of new technologies and automation in a process environment to improve business efficiency and product quality.
- Well-developed facilitation and communication skills.
- A demonstrated ability to establish effective working relationships with a range of stakeholders (as example regulators, customers, suppliers, and supporting groups from other parts of the business).

DESIRABLE

- Experience with water and/or sewage treatment processes.
- Experience in the development of and use of spatial, asset management databases and software and the ability to learn and use new data management systems and business intelligence tools quickly e.g. ESRI, Maximo, PowerBI.
- Experience in SQL and Programming/automation languages (e.g. R/Python) (experience or willingness to learn if required).
- A sound knowledge of the regulatory environment as it applies to the water industry.
- Experience managing and having responsibility for external suppliers and contractors.

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

- Technical Officers within Water Supply Operations and Service Delivery
- Asset Knowledge and Technology representatives
- Service & Asset Lifecycles One Water representatives

EXTERNAL

- Representatives of Melbourne Metropolitan Retail Water Companies and other entitlement holders

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.

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OTHER COMMENTS:

This role requires the following:

- Tertiary degree in process engineering or science and experience in operations or process improvement (alternative but equivalent qualifications may be considered for the role).
- AusCheck required

Location: 990 Latrobe St Docklands and Preston Water Operations Centre, although will occasionally be required to work at other locations within the Melbourne Water system.

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