

MELBOURNE WATER POSITION DESCRIPTION

DSS Implementation & Permit Area Managers

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
DSS Implementation & Permit Services Manager	This role has up to 6 direct reports.
THIS ROLE EXISTS TO: (PURPOSE)	
<p>The Area Manager works with the development industry and private landowners in collaboration with internal and external stakeholders to investigate, design, strategically plan and review the Development Services Schemes (DSS) to provide new water assets required to meet the needs of Victoria's Population Growth in line with other, sometimes competing, Strategic Objectives. This role co-leads the DSS program, a type of developer-funded Infrastructure Contribution Plan which manages, and quality assures the delivery of land and new assets in Growth areas to enable the development of new jobs and homes for Melbourne, predominantly in Greenfield areas.</p> <p>This is the Senior Manager role that provides experienced formal leadership and the highest technical knowledge and management function for the Service in their allocated area. The holder is technically independent and can be relied upon to provide, act with and deliver accurate and competent advice and services for most types of technical matter. This role is 1 of 12 or more Leading Expert roles that deliver the Greenfield DSS Service to the community. It is the Delegated Project Initiator in PMO and resolves most Customer Escalations from their allocated Area. Reporting to the Service Manager and alongside 3 to 5 other Area Managers, this role will also be responsible for operational and strategic leadership as well as technical advice and coaching, the management of a team of up to 6 engineers to manage individual workloads, individual performance management and training, managing and responding to escalations, as well as ensuring that the wider team's operational activities and resources are managed to meet the team's targets and key performance indicators.</p> <p>This technical leadership role will work closely with other teams across Melbourne Water and with all stakeholders to leverage the DSS Principles to negotiate, determine/make recommendations on complex technical engineering and planning determinations regarding best practice Waterway Design, Flood Resilience, Stormwater Re-use and Quality to ensure the DSS' achieve the highest standard of Integrated Water Management (IWM). The role will involve negotiation, advocacy, influencing and presentation skills, negotiating for the best outcome for the Development Services Scheme portfolio, the specific project and for a livable, sustainable integrated water management future for Melbourne. This role is not one of Policy Formulating or Translation and delivers services with an outcome and performance mindset to deliver the agreed Policy, Guidance, standards and risk framework set by the Business. This includes representing Development Services at governance and industry forums, as well as contributing to (but not being responsible for) development-related strategies, action and implementation plans and designing systems, policies, procedures and other tools to drive the transformational Vision for Service Delivery across the business and the Region.</p> <p>DSS Functional Design Implementation & Statutory Permit Services</p> <p>This role is responsible for managing and determining the Statutory Services related to civil engineering and urban planning approvals (predominantly Development and Subdivisions relating to civil engineering and environmental engineering matters) within the DSS Scheme Areas. This includes including defending those decisions at the Victorian Civil & Administrative Tribunal (VCAT), project management and some financial reporting functions associated with the Assessment and Regulation phase of the DSS. The role is responsible for all types of approval, including the management and quality and accuracy of all Functional Design Business Needs Indicator assessment (BNIs) for all assets types of \$100m+ project values – being the Project Initiator leading the project from end to end and formation of Legal Agreements to require works and DSS contribution payments for land and works, Pre-Application Advice and Stormwater Management Strategies and supporting SEPHA assessment. This is a general civil engineering role where statutory urban planning and construction knowledge is needed to succeed.</p>	

Job level: Hay 17

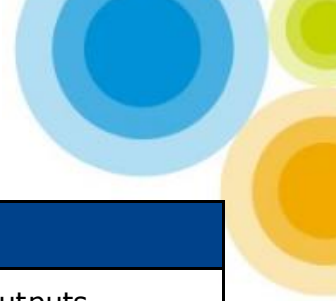
Assessed by: P&C

Date Assessed: October 2021

Last reviewed date:

MELBOURNE WATER POSITION DESCRIPTION

DSS Implementation & Permit Area Managers



KEY ACCOUNTABILITIES:

- DSS Functional Design Delegated responsibility for all Growth Assessment outputs including but not limited to assessing and determining Permits, Engineering Design Reviews for new Assets, Development Planning and Subdivision applications, Certifications and statements of compliance, raising of business cases (BNI) and formation of Legal Agreements to require works and DSS contribution payments for land and works, Pre-Application Advice and Stormwater Management Strategies.
- Responsibility for oversight, checking and quality control for all types of statutory development decisions in line with set Legislation, Delegations, Policies, Guidelines and Procedures, with very complex decisions escalated to the Service Manager, managing the timely and effective resolution of most types of complex engineering, planning and legal escalations and case resolutions, highly complex complaints, and provide support to the Development Planning Service Manager on highly complex complaints and defending decisions at VCAT, Ombudsman and Ministerial enquiries, delivering improved customer service asset design and delivery and environmental outcomes.
- DSS Best Value Optioneering Principles Management, ensuring all approvals and works offers adhere to the DSS Scheme Principles and provide best value for the Scheme, supporting for the management of DSS interfaces with other infrastructure including Major State Infrastructure Project and Utility interface designs, Environmental Impact Risk Mitigation (SWQT, SEPHA etc.)
- DSS Program Technical Management and Statutory Planning, Subdivision & Development Implementation including permit and other approvals managed and determined within set timeframes to deliver permits for developers and key stakeholder to agreed timeframes, Policy and Strategy application, Planning and Delivery Support for all relevant Victoria-wide and regional Strategic and Policies (including the Victorian Planning Scheme and Plan Melbourne, Healthy Waterways Strategy, Flood and Drainage Strategies, Environmental Protection and Stormwater Strategies)
- DSS Design Management Program input to ensure that Functional Design for each DSS feeds back into the ongoing DSS program, including Catchment Investigation and DSS Flood Mapping Programs, maintenance and advice on application of Melbourne Water Asset Technical Specifications, Modelling Standards and Engineering Standards (ARR2019 et c.), application and integration of Climate Change, Flood and Erosion Mitigation, Modelling Standards etc.
- DSS Customer Experience and Community Consultation management including being the key case manager for all allocated developer customer applications and escalations, Victorian Planning Authority collaboration and customer relationship management, customer information improvements to provide high levels of service to the developer and landholder community as well as across a broad industry network, including customers and consultants/contractors involved in the implementation of Development Services Schemes.
- DSS System and Process Performance including inputting to the financial review program, Approval Review Process and procedure management and improvement (templates, workflows, business cases), System Use and Improvement (DevConnect, Maximo and web-based change, including user acceptance testing leadership and embedding system changes within the team) to ensure that the DSS meets the set key performance standards
- DSS Financial Scheme Review and Management support to facilitate continuous updating and improvement of Scheme Rate Estimating Rates and Audit Programs, Key Performance Indicator reporting and Financial reporting and other functions to ensure that the DSS Financial Portfolio is performing to set financial management accounting, pricing and regulatory requirements and that each annual scheme review including asset costings and

Job level: Hay 17

Assessed by: P&C

Date Assessed: October 2021

Last reviewed date:

MELBOURNE WATER POSITION DESCRIPTION

DSS Implementation & Permit Area Managers

forecast development scenarios are aligned to the most contemporary and accurate rates from the development community proposals

- Responsibility for application of discretion in oversight, checking and quality control for all types of DSS Assessment Outcome in line with set Legislation, Delegations, Policies, Guidelines and Procedures, with very complex decisions escalated to the Service Manager.
- Manage work allocation and effectively manage individual and team workload in accordance with KPIs to ensure outputs of each individual are achieved
- Manage the timely and effective resolution of most types of escalations and complaints, and provide support to the Service Manager on highly complex complaints
- Provide mentoring and coaching to team members and support them in their management of their projects and the resolution of complex matters and disputes.
- Undertake Annual Performance, Opportunity and Development (POD) discussions for reporting team members, ensuring all PODs for the Service are completed and actioned
- Under the supervision of and with management from the Service Manager(s), undertake agreed formal performance management actions and activities
- In collaboration with the Service Manager and Business Transformation Manager identify, design, lead and implement business improvement activities related to DSS and development technical, internal and external customer / stakeholder related strategic planning projects, policies and procedures, systems and processes.
- With the support of the Service Manager undertake recruitment for all roles reporting to them and actively participate in all recruitment initiatives across the Development Services Group.
- Ensure developer and landowner relationships are prioritised and balanced with competing priorities and relationships with Councils, Victorian Planning Authority, DELWP and wider State Government and other key customers and stakeholders are maintained.
- Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives.

KEY RESPONSIBILITIES	KPIs
Active Strategy and Scheme Assessment and Management <ul style="list-style-type: none"> • Provide technical input and support for the establishment of long-term goals for the drainage system from a flood protection and stormwater quality perspective. • Provide technical leadership and apply skilled negotiation techniques to ensure that the preparation of detailed engineering designs, financial estimates, development scenarios and approval reports, including Business Needs Identifier approvals (BNI) meet Audit and DSS compliance standards as well as providing the most effective engineering, environmental and financial arrangements for the construction of Melbourne Water's infrastructure based on Melbourne Water guidelines and procedures. • Ensure the team outputs manage the DSS scheme risks and ensure that regular feedback and reporting 	<ul style="list-style-type: none"> • Team's completion of application negotiations and assessments requirements in a timely and effective manner in line with agreed Key Performance Indicators • Progress of the Functional Design Program of active schemes in a timely manner in line with annual targets • Stable and accurate DSS scheme financial behaviour over time. • Number of cases that are escalated to the Group Manager Development Services that are contrary to Legislation, Delegations, Policies, Guidelines and Procedures across their Area.

Job level: Hay 17

Assessed by: P&C

Date Assessed: October 2021

Last reviewed date:

MELBOURNE WATER POSITION DESCRIPTION

DSS Implementation & Permit Area Managers

<p>is provided to the Strategies & Schemes Management Team.</p> <ul style="list-style-type: none"> • Contribute to the assessment of Planning Scheme changes proposed by Growth Area Councils and the Victorian Planning Authority. • Ensure the team undertakes specialist hydraulic, hydrologic, stormwater quality and engineering design assessments as required for the delivery and maintenance of new and existing Schemes • Ensure the team reviews hydraulic, hydrological and stormwater quality treatment proposed strategies supporting development proposals and prepares responses and conditions for such proposals with the Catchment Design & Performance team as required. • Manage requests for information, including meetings from both internal and external sources and attend meetings as required • Develop and maintain a broad industry network • Prepare reports, briefs and presentations on a variety of scheme related issues, appropriate to target audiences • Raise project briefs for external consultants and engage, supervise and direct them to undertake Engineering reviews and Strategy design works 	
<p>Application Processing and Decision Quality</p> <ul style="list-style-type: none"> • As the Case Manager for most DSS detailed Statutory Planning, Subdivision and Engineering applications and approvals, manage the processing and decision making of all applications and associated legal agreements allocated to the Case Officers within their team to ensure that all decisions are made in line with the set Legislation, Delegations, Policies, Guidelines and Procedures across their Area. • Ensure team members are able to clearly and with evidence communicate the basis for and the rationale behind decisions verbally and in writing. • Ensure that the quality of DSS across Melbourne is maximised by ensuring that the opportunity for optimal outcomes is realised at all stages of each statutory process e.g. Further Information requests are made to ensure permit applications are compliant before determination 	<ul style="list-style-type: none"> • Output measures set by the Group Manager Development Services or Service Manager per officer and per team are met e.g. number of decisions per person per week • Number of VCAT that are overturned on Melbourne Water specific grounds due to decision making errors.
<p>Risk Management and Continuous Professional Development</p> <ul style="list-style-type: none"> • Maintain Continuous Improvement activities, training and records as required to maintain Registered Engineer status. 	<ul style="list-style-type: none"> • Registered Engineer status maintained. • Number of legal cases brought against decisions. • Number of IRIS Risk Management risks not addressed.

Job level: Hay 17

Assessed by: P&C

Date Assessed: October 2021

Last reviewed date:

MELBOURNE WATER POSITION DESCRIPTION

DSS Implementation & Permit Area Managers

<ul style="list-style-type: none"> • Represent Melbourne Water in government/industry water asset and engineering, IWM and other relevant development system forums, improvement activities and groups of all kinds to ensure that the DSS service remains contemporary and in line with new and emerging requirements and best practice in development engineering and planning. • Identify areas where Melbourne Water Legislation, Delegations, Policies, Guidelines and Procedures are being successfully challenged or overturned on review and with the Service Manager, make written recommendations to the Business for feedback and resolution. • Address all identified risks as set out in IRIS or other risk management systems, recording all risks and managing safety and wellbeing as the highest priority. 	<ul style="list-style-type: none"> • Melbourne Water represented to the highest standard in external forums.
<p>Customer Service Excellence and Relationship Management</p> <ul style="list-style-type: none"> • Comply with the relevant aspects of the Customer Service Strategy as it relates to the Development Services Group. • Ensure that the team provides agreed levels of service in relation to development decision making processes, procedures and decisions. • Ensure that the team meets all WDIP and service timeframes agreed with the Group Manager Development Services. • Ensure that all customer complaints are recorded in the Customer Relationship Management system (CRM) or otherwise agreed system. • Ensure that complaints relating to non-assessment DSS matters are immediately escalated to other leaders within the Group to ensure appropriate customer service can be provided elsewhere in the Business. • Ensure that all complaints are responded to within agreed timeframes and in an agreed format, with support or escalation to the Service Manager. • Ensure relationships with Councils, VPA & DELWP and other stakeholders in the broader planning environment are managed and enhanced. • Work with the other Area Managers and Regional Managers in Development Services and across the wider Service Delivery Group to ensure that local area knowledge is shared to improve outcomes and customer experience. 	<ul style="list-style-type: none"> • Number of CRM complaints related to customer service (not decision complaints). • Number and type of informal complaint escalations made to the Service and/or Group Manager. • Reputation survey results / customer experience metrics specifically in relation to Development Services Schemes.

MELBOURNE WATER POSITION DESCRIPTION

DSS Implementation & Permit Area Managers



<p>Team Capability and Performance</p> <ul style="list-style-type: none"> • Foster a high performance culture by setting clear individual goals in line with documented expectations, holding people accountable and managing performance. • Monitor team performance using systems data and reporting. Highlight impressive performance and identify performance improvement opportunities. • Drive the achievement of results, measured both quantitatively and qualitatively. • Support the development and implementation of organisational change 	<ul style="list-style-type: none"> • Group and team targets and plans achieved. • Team productivity and performance metrics. • Alignment and Engagement survey results • Reputation survey results / customer experience metrics.
<p>Lead and Develop People</p> <ul style="list-style-type: none"> • Undertake Annual Performance, Opportunity and Development (POD) discussions for team members. • Work with the other Area & Regional Managers and Service Manager(s) to ensure performance, standards and expectations are consistent between all staff members. • Effectively lead and develop the team ensuring optimum employee satisfaction and performance. • Adhere to all Melbourne Water policies in the recruitment, management and development of employees • Identify and arrange formal and informal training for staff growth or underperformance without delay – setting staff up for success • Under the supervision of and with management from the Service Manager(s), undertake agreed formal performance management actions and activities 	<ul style="list-style-type: none"> • POD process complied with • Weekly performance and work setting meetings held • Staff wellbeing supported • Staff performance or wellbeing issue managed without delay • Underperforming staff managed and supported with minimal supervision from the Service Manager(s)

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Significant experience in undertaking and overseeing professional engineering work including major assets and capital engineering approvals in the general area of civil engineering (including environmental and geotechnical matters). Relevant Tertiary qualification required. Civil based engineering qualification strongly preferred.
- Previous extensive knowledge and experience in independent decision making in complex Civil Engineering and Urban planning related area of work including Waterway Design / Flood Resilience / Integrated Water Management / Stormwater engineering projects and approvals required. Experience in the service delivery and management including project, workload and delegated decision making management to Key Outcomes required.
- Demonstrated experience in leading small to medium teams of professionals in a complex and high volume setting to deliver Key Performance Indicators and Performance Standards and Measures within an inclusive culture. Experience in a formal people leadership role of small to medium sized teams of experienced technical experts in an aligned field strongly preferred.

Job level: Hay 17

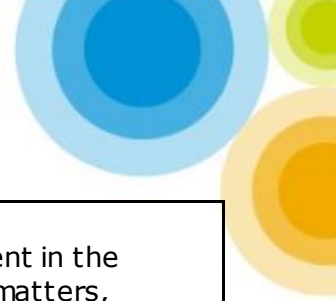
Assessed by: P&C

Date Assessed: October 2021

Last reviewed date:

MELBOURNE WATER POSITION DESCRIPTION

DSS Implementation & Permit Area Managers



- Extensive demonstrated understanding and continuous professional development in the development industry as they relate to development planning and subdivision matters, floodplain management, waterway management and drainage, waterway health and waterway liveability.
- Demonstrated experience in the application and review of complex civil engineering specification, documentation, cost estimation in relation to flood modelling, engineering and environmental assessment reports and business cases. Experience in Financial Management of Development Services schemes, Development Contribution Scheme or other Infrastructure Contribution Plans required.
- Extensive experience in the management or relationships and proposals for assessment from engineering and urban planning consultants.
- Ability to project manage all accountabilities with varying complexities, often with competing deadlines and priorities.
- Demonstrated experience in acting independently and with discretion in the delivery of Asset Design & permit services including asset engineering design, asset inception project management, flood modelling and urban strategic and statutory planning making in a referral authority, local or state government or equivalent.
- Demonstrated experience in Statutory and Strategic Victorian Planning & Subdivision processes and legislation required. Ability to independently manage, preparing evidence and presenting to the Victorian Civil and Administrative Tribunal (VCAT), Community Groups, developers and landowner forums and events, and in training peers and team members in the same skills.
- Highly developed interpersonal skills together with high level verbal and written communication skills leading small teams and making decisions in a blended working (office and home) environment.
- High level of external and internal influencing and negotiating skills with the ability to build and maintain strong personal and corporate relationships and gain the confidence and support of stakeholders.
- Demonstrated ability in using asset and process management technology, systems, process and new ways of working to deliver services (e.g. DevConnect, MAXIMO).

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

- Wider Development Services Schemes team within Development Services Group – Catchment Design & Performance, and Asset Delivery & Construction
- Waterways and Catchment Operations Group
- Other Melbourne Water Groups including Asset Management Services, Information Technology, Finance, Integrated Planning, Customer and Strategy, Property and Legal teams

EXTERNAL

- Landowners and Developers of all types – direct Service Fee income providers.
- Applications such as Engineering Consultants, Building Surveyors
- Other Water Authorities and Floodplain Authorities
- Local, State and Federal Government departments and representatives.

Job level: Hay 17

Assessed by: P&C

Date Assessed: October 2021

Last reviewed date:

MELBOURNE WATER POSITION DESCRIPTION

DSS Implementation & Permit Area Managers

- Water Industry and Authority organisations.
Professional organisations such as Planning Institute of Australia, Victorian Planning & Environment Law Association, Urban Development Institute Australia, Property Council Australia etc.

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 qualification required. Civil based engineering qualification strongly preferred.
- Previous extensive experience in decision making in complex Civil Engineering and Urban planning related area of work including Waterway Design / Flood Resilience / Integrated Water Management / Stormwater engineering projects and approvals required.
- Project, workload and delegated decision making management experience required.
- Experience in the direct management of a Development or closely aligned Service required.
- Experience in a formal people leadership role of small to medium sized teams of experienced technical experts in an aligned field strongly preferred.
- Experience in Victorian Statutory Planning processes and legislation strongly preferred.
- Experience in Financial Management of Development Services schemes, Development Contribution Scheme or other Infrastructure Contribution Plans strongly preferred.
- Senior Management business leadership experience in a similar State Infrastructure delivery organisation preferred.
- A current Victorian driver's licence.

Location: 990 Latrobe Street Docklands, 3008