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| **REPORTS TO:** | **DIRECT REPORTS AND TEAM SIZE:** | |
| Program Lead, Management Systems | NIL | |
| **THIS ROLE EXISTS TO: (PURPOSE)** | | |
| The purpose of this position is to provide an administration and coordination function for the implementation and improvement of management system frameworks primarily across the waterways and land delivery business unit. | | |
| **Key accountabilities:** | | |
| Supporting the Waterways and Land Delivery teams (Program Development and Work Execution) on a day to day basis your responsibilities will include:  • Administration and coordination activities associated with information management, document control, management oversight programs and other improvement initiatives.  • Accountable for site/office management for multiple site(s) and/or activities.  • Accountable for managing the site induction and key administration processes across multiple sites and for internal and external stakeholders.  • Review, analyse and support reporting of data relating to the program; this could include risks, hazards, issues and recommend system and process improvement opportunities  • Maintain system of procedures and guidelines on behalf of waterways and land delivery and continuously review and suggest improvements;  • Complete projects as required and participate in related committees and working groups;  • Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives. | | |
| **KEY RESPONSIBILITIES** | | **KPIs** |
| **Health, Safety, Environment, Quality**  • Document control and information management support activities, including updating documents and coordination of reviews.  • Administration and coordination for the management oversight program, including reporting, coordination and follow up. Upload data, review and develop reports for analysis of incident, audit and other data to identify trends as directed. This may including hazards, condition monitoring data, risks, issues and incidents and identify trends. Coordinate response, including feedback mechanisms.  • Provide administration support for the Waterways and Land Delivery Health and Safety Committee including assisting with preparing meeting agendas, preparation of minutes and tracking of actions.  • Proactively identify themes and work with the broader team to identify and implement improvement ideas. This may include safety focus areas, capability uplift, process enhancements or other.  • Assist with maintenance of internal and external databases and systems for recording and reporting of employee and contractor training, licences, inductions and competencies. This may include fire training records and procedures.  • Assist with the coordination of field crew medical checks.  • Provide administrative and coordination support activities during declared incidents or as required. This may include rostering, tracking of timesheets and allowances, other support. | | • IRIS actions managed.  • Controlled documents proactively managed.  • Performance framework reporting requirements met  • Improvements are suggested and efficiencies to processes are implemented.  • Audit, assurance, issues and risk improvements and actions monitored and managed |
| **Site Coordination**   * Coordinate and support site, facility and building management activities including inductions and site access fobs for SERO, NERO and the Catchment Work Centres. * Administration of the Waterways and Land access keys process. * Maintain Waterways and Land Delivery organisational charts and email groups. * Provide support for the recruitment of new staff and on-boarding/off-boarding of staff. | | • Induction, training, building, site records maintained and managed.  • Database records for management of access keys maintained.  • Organization charts and email groups updated monthly. |
| **Relationship Management**  • Build and maintain effective working relationships within Waterways & Land Delivery and with key corporate support team members | | * Engagement and alignment * Reputation survey |

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| **SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:** |
| The role requires a detailed understanding of administrative systems and process along with significant experience in a related position.   * Understanding of Integrated Management Systems and HSEQ processes. * Demonstrated experience in working in administrative roles; * Ability to work under limited supervision, display initiative, possess a proactive attitude and demonstrate flexibility to manage competing priorities; * Good process improvement and analytical skills; * Strong attention to detail; * Demonstrated ability to manage processes and ensure deadlines are met; * Passionate about fostering and promoting a culture of quality and continuous improvement; * Excellent communication skills and strong customer service orientation; * Ability to develop collaborative working relationships within own and the broader team; * Is proficient in the use of risk and incident, document management and asset management systems, and Microsoft Office suite. |
| **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**   * Waterways & Land Delivery; Team Leaders, Schedulers, Planners, Supervisors, crew members, Administration * Risk, Information Management, Safety, People & Capability, Facilities Management   • Waterways & Land Regional Services  **EXTERNAL**  • Service Providers and suppliers as required, external consultants (incl. auditors) as required |
| **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:  • Criminal Records Check  • Medical Assessment  • A post-secondary qualification (or working towards) in a Business related field is preferable but not mandatory  • Relevant experience  Location: Based at a nominated depot, the role will require some travel to other sites (including Healesville, NERO, Brooklyn, SERO and Docklands) as required. |