

MELBOURNE WATER POSITION DESCRIPTION

DSS Works Constuction Quality Assurance Regional Manager

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
DSS Construction Assessment & Delivery Service Manager	This role has up to 6 direct reports.
THIS ROLE EXISTS TO: (PURPOSE)	
<p>The Regional 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 across the Melbourne Water Region. 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 customers. 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 experts 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 Developer Asset Construction Surveillance & Quality Assurance</p> <p>The leadership role is responsible for overseeing, enforcing and promoting Best Practice in Greenfield Asset construction services where Melbourne Water ensures the Development Industry delivers assets to the highest Quality, Safety and Modern Regulator standards and expectations. Through the management, leadership and highest level of innovation and use of new technologies and innovation, all Developer constructed asset projects across the region will be delivered in line with Melbourne Water agreements, standard and requirements to ensure that our future community integrated water assets are delivered in a safe, timely manner to set environmental and engineering quality requirements. This includes all elements of new Melbourne Water assets, from retarding basins and wetlands to pipes, to hard and soft landscaping.</p>	

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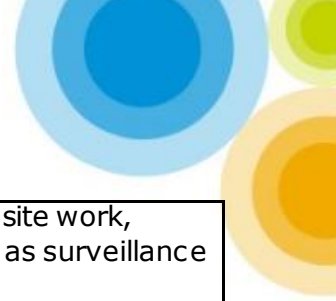
Assessed by: P&C

Date Assessed: September 2021

Last reviewed date:

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This is a general engineering delivery role performed with a high component of on-site work, where detailed knowledge of civil engineering and asset delivery standards, as well as surveillance and enforcement knowledge in the construction sector is needed to succeed.

KEY ACCOUNTABILITIES:

- DSS Functional Design quality assured for all Works Service Delivery outputs.
- Responsibility for surveillance oversight, checking and quality control for all types of Asset Delivery Services 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 escalations and complaints, and provide support to the Service Manager on highly complex complaints and defending decisions at Ombudsman and Ministerial enquiries, delivering improved customer service asset design and delivery and environmental outcomes.
- DSS Best Value Optioneering Principles Management, ensuring all works being delivered 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
- DSS Design Management Program input to ensure that all surveillance and quality assurance challenges and opportunities in the Delivery and Construction of new Assets 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 etc.), 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 construction works escalations, contractor consultant and works contractor 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 based on on-site data and quality performance, 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 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 Surveillance Enforcement matters, making independent and experience decisions about the type and timing of escalations based on risk and on-site construction knowledge 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

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- 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 team members
- Under the supervision of and with management from the Service Manager(s), undertake agreed formal performance management actions and activities
- Support the Service Manager with business improvement activities and Melbourne Water development related strategic planning projects.
- With the support of the Service Manager undertake recruitment
- 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
DSS Works Construction Surveillance and Quality assurance <ul style="list-style-type: none"> • Ensuring the Safety of all on site Surveillance Activity and General Workplace Safety as the highest priority • Review and determine recommendations made by team members to ensuring that the design engineering Technical Specifications and requirements are and will continue to be met in all assets under construction within the DSS (up to 500 projects per year) • Lead and negotiate complex design assessments and cost variations enforcement and variation cases as well as seeking to resolve all types of project variation and project deviation as the first opportunity etc • Visit DSS sites around the Melbourne Water region to make practical engineering decision in real time, assess and resolve field based issues • Produce accurate monthly and annual forecast reports for the program of projects being delivered and challenges, resolutions • Support and provide advice on complex technical engineering queries raised by team members and customers • Work closely with the Service Manager and Area Managers of the Greenfield Growth Assessment team to plan for the transition and handover of DSS projects coming across to GDWS for delivery and to prioritise works program • Support the Service Manager to co-lead the management of the DSS Development Capital 	<ul style="list-style-type: none"> • Projects delivered with a high engineering accuracy and compliance, and in accordance with set Asset Management Services technical specifications and requirements for handover and ongoing maintenance into Capital Asset Base • Team's completion of engineering assessments, application negotiations and assessments requirements in a timely and effective manner in line with agreed Key Performance Indicators • Delivery of the Capital Delivery Program of active schemes in a timely manner in line with annual targets • Immediate, stable and accurate DSS scheme data (asset and land) maintained to ensure overall DSS short and long term accuracy and stability. • 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.

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<p>Works portfolio including the forecasting and overview of the annual Land Development Capital Works allocation and its projects</p> <ul style="list-style-type: none"> Co-lead with the Service Manager and Area Managers of the DSS Team to ensure that all decisions, costings and data for scheme outcomes are received and integrated back into the Scheme Costing & Review Model, and provide feedback and collaboration on changes to the Manuals, processes and procedures across the DSS Service 	
<p>Project Management and Decision Quality</p> <ul style="list-style-type: none"> Manage the delivery and decision making of all projects allocated to the Surveillance and Quality Assurance Project Officers within the team to ensure that all projects and decisions are made in line with the set Legislation, Delegations, Policies, Guidelines and Procedures across the 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 process 	<ul style="list-style-type: none"> Output measures set by the Group Manager Development Services or Greenfield Development Works Service Manager per officer and per team are met e.g. number of decisions per person per week
<p>Risk Management and Continuous Professional Development</p> <ul style="list-style-type: none"> Keep abreast of, and where required represent Melbourne Water in, government/industry planning, building and other relevant development systemstreamlining and improvement initiatives and requirements to ensure that the service remains contemporary and in line with new and emerging requirements. 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 Group Manager for feedback and resolution. 	<ul style="list-style-type: none"> Number of legal cases brought against decisions. Number of IRIS Risk Management risks not addressed.
<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. 	<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.

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<ul style="list-style-type: none"> • 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-DSS matters are immediately escalated to other business areas 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 Developers, Consultants, Contractors, Local Government and other stakeholders in the broader land development industry 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. 	
<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 	<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)

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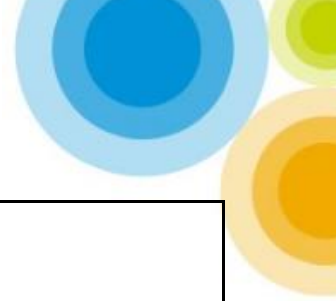
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| <ul style="list-style-type: none">• Identify and arrange formal and informal training for staff growth or underperformance without delay – setting staff up for success• Under the supervision of and with management from the Service Manager(s), undertake agreed formal performance management actions and activities | |
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SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Experience in undertaking and overseeing professional engineering construction approvals both in drawing and on site including major assets and capital engineering approvals in a prescribed general area of civil engineering (including environmental and geotechnical matters). The
- Demonstrated experience with both desktop and on-site assessment, negotiation and resolution of complex 'hard' (pipes, constructed waterways etc) asset and 'soft' (wetlands, landscaping etc) assets approvals and rectification solutions to maintain standards and guidelines requirements for outcomes.
- Demonstrated ability to lead small teams of professionals in a complex and high volume setting to deliver Key Performance Indicators and Performance Standards and Measures within an inclusive culture.
- Extensive demonstrated understanding and continuous professional development in the development construction industry as they relate to floodplain management, waterway management and drainage, waterway health and waterway liveability asset delivery.
- Demonstrated experience in the application and review of complex civil engineering specification, documentation, tenders in relation to flood modelling, engineering and environmental assessment reports.
- 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 Asset Infrastructure Design & Review profession including asset engineering design, asset inception project management etc
- Demonstrated experience in managing, preparing evidence and negotiation with as well presenting complex ideas and proposals to 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:

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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
- 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

- Construction contractors and their representatives
- Landowners and Developers of all types – direct Service Fee income providers.
- Engineering Consultants, Building Surveyors
- Other Water Authorities, service authorities and Floodplain Authorities
- Local, State and Federal Government departments and representatives.
- Water Industry and Authority organisations.
- Professional organisations such as Association of Land Development Engineers, Urban Development Institute Australia, Civil Contractors Federation, Planning Institute of 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 and environmental based engineering, construction and aligned project management qualification strongly preferred.
- Previous extensive experience in decision making, surveillance and enforcement in a construction and asset delivery role 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 the construction and delivery 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.
- A Police Check is required.

Location: 990 Latrobe Street Docklands, 3008