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| **REPORTS TO:** | **DIRECT REPORTS AND TEAM SIZE:** | |
| Area Lead – Catchment and Land | None | |
| **THIS ROLE EXISTS TO: (PURPOSE)** | | |
| Reporting to Melbourne Water's Area Lead, Catchment and Land, the incumbent will manage the program to protect Melbourne’s water supply catchments from unauthorised entry and provide broader compliance and enforcement subject matter expertise at Melbourne Water. The incumbent will apply best practice asset management in the development of integrated 3-5 year rolling investment programs to manage the risk to Melbourne’s drinking water quality from unauthorised entry. | | |
| **Key accountabilities:** | | |
| The key responsibilities for this role include, but are not limited to:   * Manage, coordinate and plan activities relating to managing unauthorised entry to the water supply catchments including exclusion fencing, gates and locks, surveillance, security patrolling, education and enforcement activities. * Develop, implement and maintain policies, standards and procedures that will support the management of unauthorised entry to the catchments * Establish and maintain relationships with key land managers of the water supply catchments – Department of Environment, Water, Land and Planning (including the Office of the Conservation Regulator) and Parks Victoria. * Establish policy and guidance for education, compliance and enforcement activities relating to Melbourne Water’s By-Law 1 and unauthorised entry into the water supply catchments. * Coordinate legal action where required. * Provides subject matter expertise for compliance and enforcement related matters at Melbourne Water and when interacting with stakeholders. * Put in place processes to assess and report on asset performance, service capability and risk to service associated with Melbourne Water’s Water Supply Catchments relating to unauthorised entry. * In delivering all accountabilities, strive for a generative safety culture, taking care of own and colleague’s health and safety through active identification, elimination and management of safety risks. | | |
| **KEY RESPONSIBILITIES** | | **KPIs** |
| Develop 3-5 year Investment program to deliver the agreed source drinking water protection service   * Works constructively with internal and external partners to develop a coordinated program * Works with the Area Lead, Catchment and Land and team to ensure the program is realistic and effective. * Develops effective management options and interventions to protect source drinking water from unauthorized entry | | * An agreed 3-5 year investment program * An up to date 20 year capital program. * Provide, within the agreed timeframes, effective and appropriately scoped and options for the Program Team to initiate. |
| **Provides subject matter compliance and enforcement expertise at Melbourne Water**   * Act as a subject matter expert when interacting with stakeholders to advise enforcement and compliance activities * Provide advice and guidance across Melbourne Water on enforcement and compliance activities | | * An agreed policy and procedure for managing compliance activities across Melbourne Water * Established process for entry and exit of water supply catchments |
| Asset Management   * Lead the application of asset management practice to protect source drinking water through managing entry to the water supply catchments * Contribute to assessing asset performance, service capability and risk around unauthorized entry to the water supply catchments. * Contribute to documenting best management practice, standards and maintenance regimes * Establish requisite standards and management regimes to manage source drinking water. | | * Our people are seen as world leaders in asset management through industry benchmarking * Up to date understanding of the service capability and service risk to Melbourne’s water supply catchments and land portfolio * Agreed catchments unauthorised entry management standards, management regimes and guidelines are up to date and contemporary. |
| Customer Service and relationship management   * Understand customer needs and provide progressive and timely solutions * Build strong and productive relationships * Influence others to pursue a course of action * Take accountability for delivering quality results. | | * Reputation survey results * Act in accordance with the agreed Melbourne Water and team behaviors. |
| **Generative Safety Culture**   * Support the Area Lead in providing proactive Health and Safety Leadership in addition to a personal commitment to generating a safety culture involving all team members in team health and safety plans. | | * Health and Safety team plan managed and all team members involved in safety initiatives. |
| **Lead and support team members capability**   * Take a lead role in the application of asset management practice to deliver Catchment Investment Programs, including directing the tasks and activities of the Asset Practitioners * Effectively support team members in development of knowledge, experience and capability around asset management. * Support the Area Lead, Catchment and Land Services, building a high performing and engaged team | | * Team members and stakeholders are aligned and proactively supporting the implementation of asset management strategies. * Engagement and Alignment Survey results. |
| **SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:** | | |
| * Experience with compliance and enforcement activities * Knowledge of managing natural and/or water resources * Experience in collaborative work both within a large organisation as well as across partner organisations * Good problem solving and analytical skills which adds value to business and customers. * Coordination, prioritisation and time management skills to deliver on long-term objectives while managing day-to-day challenges within tight timeframes and work unsupervised. * Ability to effectively communicate verbally and in writing with all stakeholders and to prepare and deliver information to an audience in a professional manner. * Experience in supporting a healthy, safe and supportive work environment * A commitment to self-awareness, self-reflection and ongoing personal development. | | |
| **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**   * Wholesale services – Water Supply * Waterways & Land – Regional Services * Customer and Strategy * Integrated Planning * Safety * General Counsel and Company Secretary * Commercial & Technology Services   **EXTERNAL**   * Department of Environment, Land, Water and Planning * Parks Victoria * Office of the Conservation Regulator * Emergency Management Victoria (EMV) | | |
| **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:   * Experience in managing enforcement and compliance activities * Experience in asset management and catchment and land management practice and principles * Tertiary qualification in Forestry/Biological Sciences/Natural Resource Management/Engineering or related technical discipline preferred. * This position is eligible for an operational vehicle in line with MW Motor Vehicle policy and procedures. * Victorian Driver’s License   Location: 990 Latrobe St, Docklands/Healesville Office/Warburton Office | | |