

MELBOURNE WATER POSITION DESCRIPTION

Management Systems and Reporting Coordinator

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Team Leader, Sewerage Transfer Operations and Process Support	This role has no direct reports.
THIS ROLE EXISTS TO: (PURPOSE)	
This role is to support Sewerage Transfer in documentation process improvements and control. The role will also support the coordination requirements of Melbourne Water's component of the metropolitan water industry's Integrated Sewage Quality Management System (ISQMS) and facilitation of its ongoing external certification. In addition to this, the role will also facilitate local management system (financial, quality, safety and environment).	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none">• Contribute to continuous improvement within Sewerage Transfer and work with wider Wholesale Services team in relation to management systems (safety management plans, risk registers and document control).• Coordination of Melbourne Water's component of the metropolitan water industry's Integrated Sewage Quality Management System (ISQMS) and facilitation of its ongoing external certification• Supporting Sewerage Transfer Team on critical core activities and tasks such Compliance and Assurance and Incident Management reporting.• Coordinate Management system performance reporting across Sewerage Transfer division.	
KEY RESPONSIBILITIES	KPIs
Continuous Improvement <ul style="list-style-type: none">• Manage the day-to-day functioning and ongoing development of Melbourne Water's component of the ISO22000-certified Integrated Sewage Quality Management System (ISQMS)• Support the integration of the ISQMS with Melbourne Water's other quality management systems• Participation in HACCP team activities such as sewage quality hazard analysis, Integrated Sewage Quality• Prepare and communicate trend and issue reports relating to ISQMS activities for internal and external audiences• Support coordination for Integrated Sewage Quality Management meetings	<ul style="list-style-type: none">• 80% of prioritised improvement actions are delivered efficiently and effectively.• 95% of internal and external requests have been completed in a timely manner.

Job Level: EA Level 5
Assessed by: People & Capability
Date: August 2017

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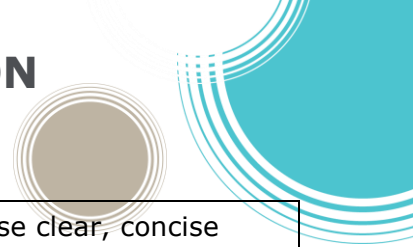


Management Systems <ul style="list-style-type: none">• Undertake improvement of document control within sewerage transfer and improve overall management• Participate in and coordinate the review of controlled documentation including operational procedures• Coordination of internal and external auditing activities• Coordinate and undertake internal audits of ISQMS components• Coordination of internal and external reporting obligations relating to Sewerage Transfer operational activities	<ul style="list-style-type: none">• 100% of on time monthly reporting requirements.• Sewerage Transfer has Improvement plans in place to ensure compliance with Management Systems• Immediate action is taken to resolve all safety hazards, including logging these into incident database.• Responsibility is taken to complete assigned Safety Management Plan
Continuous Improvement <ul style="list-style-type: none">• Contributing to a continuous improvement plan and implementing continuous improvement initiatives associated with the role• Implementation of actions and improvement plans that supports compliance with Safety, Environmental and Quality Management systems including appropriate hazard identification and risk management controls.• Develop improvement actions from audit observations or non-conformances• Instigate and lead investigations that contribute to improved financial outcomes	<ul style="list-style-type: none">• As agreed in Performance Plan
SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:	
Technical <ul style="list-style-type: none">• Knowledge of general risk management principles including knowledge of implementing HACCP, ISO 22000 ISO9001 and ISO 22000 principals.• A demonstrated knowledge and experience in using administrative systems such: Document Management, Safety Management Platforms, Training Systems, Procurement Systems, Intranet and incident database/risk management system.• Strong data management and trending skills and an appreciation for statistical analysis• Demonstrated ability to coordinate and undertake management system audits• Experience with document management and control and sound computer knowledge and a proficiency in MS Office Programs.	

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- Demonstrated analytical skills, attention to detail and an ability to compose clear, concise written material
- High quality interpersonal and communication skills
- Effective coordination, prioritisation and time management skills to deliver on long-term objectives while managing day-to-day challenges within tight timeframes
- An outcomes-focused approach including an ability to challenge the status quo in pursuit of strategic improvement opportunities

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

- Integrated Planning
- Wholesale Services – ETP, WTP, Water Supply
- Safety Group
- Risk, Insurance & Compliance

EXTERNAL

- Retail Water Companies (City West Water, South East Water, Yarra Valley Water)
- Service delivery partners (ie: Auditors)

SALARY RANGE:

- EA Level 5

OTHER COMMENTS:

This role requires the following:

- experience and expertise gained through previous positions
- Pre-employment Health Assessment and Criminal Records Check
- Victorian Driver's License

Location: Brooklyn Pump Station, 89 Millers Road Brooklyn

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