

MW ROLE MANDATE

Date assessed: January 2024
Date reviewed: November 2024



Position	Specialist Service Planner (Water Harvest and Transfer)	Reports to	Manager Service Programs Water Harvest and Transfer		Group	3
Division	Service and Asset Lifecycle	Span of Control	Direct Reports: 0	Indirect Reports:	Grade	16
Role Purpose				Measures of success		
The Specialist Service Planner (Water Harvest and Transfer) is accountable to the Manager Service Programs (Water Harvest and Transfer) for planning and successful development of the Service Portfolio ensuring Melbourne Water has an optimised, fit for purpose suite of Programs to enable delivery of the defined services and service objectives.				Time focus: <i>(see detail over page)</i> 5% Influencer 5% Strategist 45% Contributor 45% Driver		
Key individual accountabilities				Qualifications & Experience		
<ul style="list-style-type: none"> Interpret <i>Service Master Plans</i> into Technical Objectives at a system and major asset level, including the development and maintenance of <i>Asset Management Plans</i>. Lead the development of programs of investment to implement required management regimes (including major interventions outlined through the development of Business Needs Identifiers (BNIs) and Allocations) to assist with preparation of pricing submission(s) and ongoing management of approved programs for current price period. Lead the development of program performance objectives for the Water Harvest and Transfer portfolio, and collaborate with others across the business to monitor, assess and respond to Program performance. Provide technical judgement and expertise to support the prioritisation of capital, non-asset and maintenance investment programs for Service Portfolio (Water Harvest and Transfer) Support the review of service risk profiles across various asset portfolios and support the preparation of the annual <i>Service Capability Report</i> for those services Support the business as a subject matter expert related to the service portfolio, such as risk assessments, queries etc Consistently apply relevant asset management process/procedures and improvement measures within existing policy guidelines. 				<ul style="list-style-type: none"> Tertiary degree in relevant engineering or discipline field (<i>e.g. civil or mechanical</i>) or extensive experience in relatable area Extensive experience and knowledge of service planning processes and/or asset management and planning, risk assessment and management techniques, and project and program management. Technical leadership and guidance in relation to complex works, projects and programs. Demonstrated capability to practically evaluate options and proposals Professional Engineering Registration required. 		
Key shared accountabilities				Technical capability		
<ul style="list-style-type: none"> Our People: <i>Engagement Scores, New Normal Ways of Working, Resource Planning, Team Succession Planning</i> Financial Sustainability: <i>Overall Melbourne Water Budget and Business plan deliverables</i> Customer and Community: <i>Team Net Promoter Score as a service; Team Customer Satisfaction and Reputation Scores</i> Safety Leadership: <i>Taking responsibility for own and colleagues health and safety through identification and reporting of hazards and active involvement in improvement initiatives.</i> Vision and Purpose: <i>Communicates and inspires a shared Team vision and strategic direction</i> Risk: <i>Ensures proactive oversight, governance and assessment of risk management consistent with the Risk Management framework and compliance with asset management systems and processes.</i> 				<ul style="list-style-type: none"> Expertise in strategic asset planning and asset management Highly developed technical leadership skills in water supply systems/assets (headworks and transfer) Extensive expertise in planning and design of water supply systems and a sound understanding of the engineering (hydraulics and/or structural) underpinning these assets 		
Decision Rights – owns		Decision Rights - influences				



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<ul style="list-style-type: none"> • Management of operational and capital budget for specific work programs • Complex water transfer and headworks engineering preliminary planning and design • Asset management plan development • Oversight of risk assessments, and identification of problems and benefits • Development of service and technical objectives • Program related reporting • Distribution of work and scope development for service providers • Creating program business cases and keeping program forecasting current 	<ul style="list-style-type: none"> • Risk appetite and tolerance settings • Corporate Strategies and Guidelines • Team technical training • Change Management Process • Program development and process compliance • Establishing 3-10 plans for the water supply (headworks and transfer) system • Creating program business cases and keeping program forecasting current • Embedding a Safety culture across the organisation 	<ul style="list-style-type: none"> • Knowledge of asset and risk management processes. • Strong financial acumen in the context of complex, large-scale infrastructure
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Time Focus			
Influencer	Strategist	Contributor	Driver
<ul style="list-style-type: none"> • Influence change across your team and organisation to accelerate strategy execution, mind-set change and accountability • Build strategic internal and external relationships i.e. across business and relevant external markets (peers, customers, partners, govt.) • Clear and concise communication underpinned by evidence based decision-making • Support Manager/Senior Manager • Demonstrable ability to negotiate and influence others to deliver agreed project outcomes. 	<ul style="list-style-type: none"> • Position your business and the enterprise for the future • Use foresight thinking for innovation. Bring business knowledge, continuous improvement and insight to create distinctive value • Have a point of view on strategic business issues and challenges • Take action to maximise opportunities created by the changing business environment, for the business • Act to support the overall strategy – commercial, market, customer and people – while managing the impact on own team • Ensures alignment of own work with MW business plans and strategy. Thinks across groups and teams to ensure a 'One Melbourne Water' approach 	<ul style="list-style-type: none"> • Contribute to achieving team and business goals including business plans and activities • Contribute to the production of guidance and standards in this area • Development of detailed plan used to provide a clear picture of how investments and measures will contribute to the achievement of our strategic goals 	<ul style="list-style-type: none"> • Focus on efficient operation of business, ensuring risk, compliance and customer outcomes are delivered • Driving operational effectiveness, process improvement, achieving budget targets, and ensure consistent audit outcomes • A positive and open mindset towards change, with demonstrated agility to changing internal and external environments. • Technical leadership and coaching • Identifies and develops new ideas for growth, and seeks to continually develop and improve on ways of working. Questions the status quo and voices a clear opinion in a constructive way.



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