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| **REPORTS TO:** | **DIRECT REPORTS AND TEAM SIZE:** |
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| Team Leader, Strategic Planning  |

 | N/A |
| **THIS ROLE EXISTS TO: (PURPOSE)** |
| To develop strategy and lead the improvement of Melbourne Water’s use of technology and associated processes that use asset data to support the delivery of services.  |
| **Key accountabilities:** |
| * Provide a strategic view of Melbourne Water’s future business needs and suitability of Asset Management Information Systems (AMIS) products, in alignment with enterprise architecture.
* Development of a multiyear roadmap of business capability aligned with MW strategic needs, covering the AMIS technologies, including Maximo and Esri and their mobility aspects.
* Preparing the AMIS component of the annual capital works program that aligns with the business capability roadmap
* Maximise value for customers by staying abreast of new technologies, product futures and industry trends.
* Identify gaps and lead the development of technical standards
* Writing and gaining approval for relevant business cases (BNIs) identified in the annual capital works program
* Initiating project delivery processes and transitioning for implementation
* Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives
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| **KEY RESPONSIBILITIES** |  **KPIs** |
| **Strategic Planning and Integrated Thinking*** Proactive engagement across Melbourne Water to identify and prioritise business needs
* Work directly with business system owners in regards their technology programs
* Business capability planning including improvements to applications, data quality and needs for integration between systems
* Consider emerging trends and long term opportunities
* Encourage integration of frameworks, processes, data structures and systems across groups
* Develop and keep maintained the relevant system roadmaps and prioritised system enhancement programs
* Contribute to the annual capital works program of projects to be delivered
* Prepare business cases (BNIs) and represent the business in relevant IT projects in regard to business requirements.
* Other activities associated with the AMIS and mobility improvements as required
 | * Feedback from internal Melbourne Water customers
* Technology roadmaps remain up to date and aligned to strategy
* Priority improvements are transitioned to implementation
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| **Customer Focus*** Cultivate extensive formal and informal relationships
* Proactively engage with business customers, primarily at middle management and below within other Service Delivery areas, IT, Integrated Planning and Service Providers.
* Use strategic relationships to develop business opportunities and prioritise AMIS improvements
* Identify and manage changes in customer needs
* Manage complexity of multiple internal customer groups
* Take accountability for delivery outcomes in line with business plans and strategy
* Provide expert advice in fields of AMIS systems
 | * Feedback from internal Melbourne Water customers indicating an increased capability and use of asset systems and data within their teams and customer expectations are met.
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| **Continuous Improvement*** Develop new technical guidelines and standards
* Manage relevant enhancement change requests (‘tickets’)
* Assess the impact of change on others and encourage collaboration and cooperation
* Anticipate change and be proactive in planning and execution
* Consistently strive to deliver alternatives and improvements
* Exploit digital opportunities to improve ways of working and customer solutions and influence the digital strategy
* Look outside the organization to seek ideas: engage with application vendors and external communities of practice industry suppliers, other utilities, water associations and thought leaders
* Review benefits of closed projects against initial expectations
 | * Feedback from internal Melbourne Water customers
* Improvement project benefits are realised
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| **SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:** |
| * Relevant degree in information technology, engineering or equivalent combination of experience and qualification
* Strong product knowledge in enterprise asset information (EAM) systems including spatial systems, preferably Maximo and Esri, and the application of such systems to asset management and works management processes.
* Demonstrated experience in the successful implementation of business change activities
* Demonstrated ability to understand, interpret, develop, communicate and implement technology or information systems strategy, plans and processes for a broad range of stakeholders
* Demonstrated ability to develop improvement plans that align with broader business strategic intent that can be easily communicated and implemented
* Proven engagement, communication and relationship building skills
* Resilient and capable of managing ambiguity.
* Experience in preparation of business cases
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| **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*** Other AK&T teams
* Internal Melbourne Water customers that utilise asset information
* IT strategy and architecture and our information management function

**EXTERNAL*** Relevant application vendors and service providers
* Victorian Government agencies (eg DELWP)
* Industry groups, product users and other leading organisations within the disciplines of asset management information and systems
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| **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 / Pre-employment health assessment (TBC)

Location: 990 La Trobe Street, Melbourne 3008  |