

MELBOURNE WATER POSITION DESCRIPTION

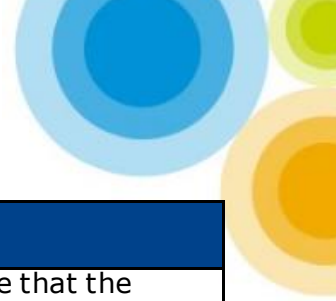
Statutory Flood Development Assessments Area Manager

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Statutory Flood Assessments & Amendments Service Manager	This role has up to 6 direct reports.
THIS ROLE EXISTS TO: (PURPOSE)	
<p>The Area Manager is a highly experienced and outcome-focused professional responsible for leading a small-medium sized team of Statutory Referral Authority Urban Planning & Engineering experts making, defending and leading best practice Development Decisions on all types of development application referral requirements for Melbourne Water primarily where it is the regional Water or Drainage Authority or Floodplain Manager as set out in the Planning, Subdivision and Building Act & Regulations. This is the Senior Manager role that provides experienced formal leadership and the highest technical knowledge and management function for the Service in their allocated area. 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 8 or more Leading Expert roles that deliver the Statutory Referral Authority Services for Melbourne Water and resolves most Customer Escalations from their allocated Area. 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 flood development engineering 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 negotiate, determine/make recommendations on complex technical engineering and planning determinations regarding best practice Building and Development Design that meets Flood & Drainage Resilience standards to ensure that future Melbourne achieves the highest standard of Integrated Water Management (IWM) and Flood Safety across our Statutory Referral Authority Services. The role will involve negotiation, advocacy, influencing and presentation skills, negotiating for the best outcome for a safe, livable, well designed and 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>Statutory Flood Development Assessments Area Manager</p> <p>This role delivers expert technical flood and drainage engineering advice, assistance and recommendations regarding the assessment of proposed developments referred to Melbourne Water in its Statutory Referral capacity. This will comprise planning, subdivision and building permit applications, as well as proposal for new Development Planned areas, Urban Development Precinct Structure Plans and other types of strategic development proposals. The role will be required to assess and provide articulation of all drainage hydraulic aspects, flood risk and make conditional recommendations on flood risk mitigation opportunities in accordance with State and Melbourne Water policies and procedures, guidelines and processes. This will include both the review of existing Melbourne Water or Developer submitted hydraulic models, or as required the creation or enhancement of new models from the perspective of assessing an application, making technical decisions and recommendations and providing direct expert advice to VCAT, BAB etc on those decisions. This is a technically specific development flood engineering expert role where statutory urban planning and development engineering for water knowledge is needed to succeed.</p>	

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Assessed by:
Date Assessed: November 2021
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KEY ACCOUNTABILITIES:

- Work with the Service Managers and other Regional & Area Managers to ensure that the team's operational activities and resources are managed to meet the team's targets and key performance indicators. This role will also be responsible for the internal referral allocation, management of individual and team workloads and forecasting the timing of peak workloads
- Provide support, mentoring and coaching, and performance guidance with the aim of developing and maintaining a high performing and inclusive team.
- Work with others across Development Services and/or Asset Management Services to contribute to business improvement activities, Melbourne Water development related strategic planning projects and ensure processes undertaken by the Flood Development Assessments Team have clearly documented procedures.
- Represent and/or support Melbourne Water regarding expert opinion on hydraulic analysis and flood risk in planning forums (as required) e.g. VCAT, Planning Panels, Building Advisory Board
- Ensure technical expertise and advice on waterways and drainage matters is provided to internal and external stakeholders through the development application referral process. This includes overseeing hydrologic & hydraulic modelling and engineering design assessment to assess development proposals, minor capital and urban Precinct Structure Plans.
- Manage work allocation and effectively manage individual and team workloads in accordance with KPIs to ensure outputs of each individual are achieved.
- Manage the timely and effective resolution of most types of escalations and complaints, and provide support to the Flood Amendments & Assessments Service Manager on highly complex matters.
- Provide technical flood risk assessment advice at VCAT, Ombudsman, Building Appeals Board (BAB) Ministerial enquiries, delivering improved customer service outcomes.
- Provide mentoring and coaching to team members and support them in their management of their internal referrals 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, Melbourne Water development related strategic planning projects and ensure processes undertaken by Flood Assessments Team have clearly documented procedures.
- Ensure team follow agreed processes for all application types, including where information is stored and in particular ensuring that Flood Assessments are made in accordance with the 'Roles and Responsibilities Development Planning Services & Flood Assessment Team Guideline.'
- Aim to meet internal referral agreed timeframes and other agreed project timeframe deadlines
- With the support of the Service Manager undertake recruitment
- Ensure relationships with Councils, State Government and other key customers and stakeholders are maintained.
- Take care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives.

KEY RESPONSIBILITIES

Development referrals, technical assessment and advice

- Ensure the team delivers on work program targets and customer outcomes.
- Oversee and review hydraulic, hydrological models to ensure models have been developed correctly

KPIs

- Team's completion of program requirements in a timely and effective manner.
- Positive feedback from internal and external customers.

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<p>(inputs and assumptions) and that they are fit for purposes. Ensure high risk applications and assessments that are complex in nature or that recommend an inappropriate development on technical grounds or request for further information are peer reviewed.</p> <ul style="list-style-type: none"> • Contribute to the amendment of Council Planning Schemes in relation to individual specific sites or areas • Ensure team members are able to clearly and with evidence communicate the basis for and the rationale behind decisions verbally and in writing. • Oversee and provide technical support to internal teams in forums such as Planning Panels and VCAT • Prepare reports, briefs and presentations on a variety of related issues, appropriate to target audiences ranging from technical experts to non-technical stakeholders, and from team members to executive management (as required). 	<ul style="list-style-type: none"> • Team internal referral response times.
<p>Risk Management and Continuous Professional Development</p> <ul style="list-style-type: none"> • Reduce risk (reputation, financial, asset, public safety) associated with flood impact assessment by providing guidance and advice to team members, ensuring that relevant processes and procedures are adhered to when assessing development • Develop and implement improvements in processes to improve processes in relation to the management of team functions, e.g. greater consistency, systemisation, process efficiency, lower error rates, reduced risk and knowledge transfer. 	<ul style="list-style-type: none"> • Risk to Melbourne Water minimised (public safety, reputation and financial) through the provision of expert advice in the development application referral process • Improvements implemented.
<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. • Ensure that complaints relating to non-Flood Assessments 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 Councils and other stakeholders in the broader planning environment 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. 	<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 Manager. • Reputation survey results / customer experience metrics specifically in relation to the Flood Amendments & Assessments Service Team

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Team Capability and Performance <ul style="list-style-type: none">• Ensure that the team are aware of, and use updates to standards, guidelines and or modelling software (i.e.: ARR2019, DELWP Flood Guidelines)• 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.
Lead and Develop People <ul style="list-style-type: none">• Undertake Annual Performance, Opportunity and Development (POD) discussions for team members.• Work with the other Area 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• Identify and arrange formal and informal training for staff growth or underperformance without delay – setting staff up for a success• Under the supervision of and with management from the Service Manager(s), undertake agreed formal performance management actions and activities	<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 raised without delay to the Service Manager(s)• Underperforming staff managed and supported with supervision from the Service Manager(s)

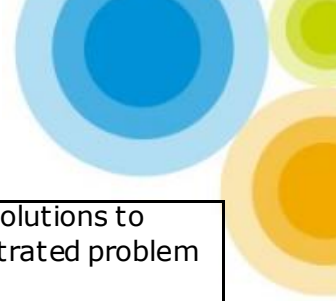
SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Extensive senior level skills in the preparation of, assessment and critical analysis of flood information and modelling, hydrologic and hydraulic engineering, drainage and storm water quality treatment modelling and design.
- Extensive senior level skills in the application of hydrologic, hydraulic with an ability to review and using modelling software such as RORB, HEC-RAS, TUFLOW, PC-Convey.
- Demonstrated detailed applied knowledge and experience of relevant Flood Modelling and Assessment Guidelines and Standards including but not limited to) ARR2019 and the 2019 DELWP Guidelines for Development in Flood Prone Areas
- Extensive demonstrated understanding and continuous professional development in the senior level experience and technical knowledge in areas of land development as it related to flood modelling and assessment, drainage issues, stormwater and floodplain management, drainage infrastructure planning, engineering design and construction, environmental management and water sensitive urban design.

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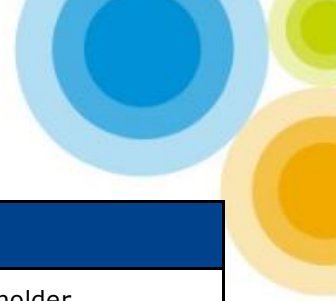


- Strong capability to identify, develop and evaluate innovative and alternative solutions to difficult, abstract and complex problems and development situations. Demonstrated problem solving, conflict resolution and both logical and lateral thinking abilities.
- Strong capability to investigate and assess and make recommendations to colleagues in the Development Planning Services or other relevant team on simple to very complex development proposals without senior technical support, and to lead and manage the team in the same assessment.
- Knowledge of processes and practices associated with best practice requirements for floodplain management, drainage design, stormwater management, whole of water cycle management and achievement of environmental outcomes.
- Considers a range of factors when making decisions. Effectively applies own expertise and is prepared to manage calculated risks.
- Ability to manage individual and team workloads to ensure agreed targets are achieved, to manage time effectively, co-ordinate multiple tasks, meet tight deadlines and work under pressure.
- Demonstrated ability to contribute in a team environment.
- Demonstrated organisational and program management skills, with the ability to manage time effectively, meet tight deadlines and work under pressure.
- Ensures quality outcomes are delivered through meeting deadlines, honouring commitments, attention to detail, ensuring rigour and managing risk.
- Experience in supporting and enabling a high performance and inclusive culture.
- Demonstrated ability to establish and maintain collaborative working relationships with internal and external stakeholders.
- Highly developed interpersonal skills together with high level verbal and written communication skills leading small teams and making decision in both a blended working (office and home) environment.
- Strong ability to influence the decision making process of government agencies, panels and local government.
- The ability to professionally respond to developers and be confident in exploring flexible solutions. Judgement will be required to provide superior customer service while simultaneously gaining trust and respect for taking and defending positions that protect community outcomes and Melbourne Water's commercial objectives.
- Demonstrated ability to improve processes, identify and initiate business improvements. Demonstrate commitment to keeping abreast of industry trends, standards and best practice.
- Oversee and provide technical support to internal teams in forums such as Planning Panels and Victorian Civil Administrative Tribunal
- 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 technology, systems, process and new ways of working to deliver services.

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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

- Statutory Developer 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

- 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, Planning Institute of Australia, Property Council 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:

- Tertiary Civil Engineering qualification required.
- Previous extensive experience in decision making in complex Civil Engineering and Urban planning related area of work including Development Assessment, Waterway Impact / Flood & Drainage Resilience / Integrated Water Management / Stormwater Engineering assessments, recommendations and VCAT/BAB advocacy required.
- Experience in Victorian Statutory Planning, Building, Subdivision processes and legislation 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.
- A current Victorian driver's licence.
- A criminal records check.

Location: 990 Latrobe Street Docklands, 3008

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