

World class water services for a better life

Position Title	Principal Consultant Metropolitan Customer Field Services		
Position Number(s)	007089	Manager Title	General Manager Customer Delivery
Business Group	Customer Delivery	MoR Title	Chief Executive
Business Unit	General Manager Customer Delivery	Direct Report's Title(s)	Not Applicable

What is the unique purpose of the role?

What is the reason for the role's existence and the key contribution to SA Water's success?

To be written in terms of "Lead/Support/Design/Implement/Deliver... in order to ensure/provide/effect/contribute/achieve... for... what outcome."

Support the Adelaide Service Delivery Project (ASDP) transition team to establish and embed the metropolitan customer field services function and ensure SA Water systems and processes support the transition to the new commercial model and to ensure an effective transition to a new commercial operation and improved customer experience.

What does the role do?

The key accountabilities unique to this role are (3-6 required):

Key Accountabilities	Accountability Details (2-8 per accountability)
Enable the metropolitan customer field services function to transition into a new commercial arrangement	<ul style="list-style-type: none"> • Provide inputs to the transition team and support the future model for the metropolitan drinking water, recycled water and wastewater network operations and maintenance arrangement. • Lead the development, implementation, and assessment of a strategic or implementation plan including goals, objectives, and timelines. • Understand the implication of the change and identify areas requiring future development in terms of systems, procedures and practices. • Identify knowledge gaps and implement strategies to ensure the gaps are addressed to ensure smooth transition arrangements. • Assist, support, develop and implement new systems, procedures and practices to support the new operating model with ASDP transition team. • Provide leadership, develop and assist in the design and implementation of an organisation structure to support the commercial model and desired outcomes, including supporting the transfer of roles to different organisations. • Support the transfer of business from Allwater to the new arrangements. • Support the interface between the new Customer Field Services and the new Production and Treatment arrangement.

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Key Accountabilities	Accountability Details (2-8 per accountability)
Develop and lead effective commercial relationships	<ul style="list-style-type: none"> • Build and maintain a strong, effective working relationship with our managing contractor and staff ensuring high levels of engagement and a constructive culture are evident. • Establish and develop professional documentation of processes between SA Water and the commercial partner to ensure integration and delivery of services. • Manage agreements with commercial partner stakeholders and promote partner organisation. • Manage the strategic nature of the commercial relationship to build long term value and sustainable success of the metropolitan service delivery. • Ensure metrics are established and target goals set for all meaningful elements to be measured and communicate results against metric targets, including lessons learned and success stories.
Manage the integration of metropolitan services in to Customer Delivery	<ul style="list-style-type: none"> • Determine and integrate appropriate performance management business systems and standards to ensure an efficient and effective field workforce. • Provide interpretation of contract terms and communicate contract details with stakeholders. • Identify resourcing integration needs (Inc. technical, capital, human and technological) and determine potential impact on current resourcing as well as make informed recommendations for future delivery success.
Oversee the operation and maintenance of water and wastewater networks across metropolitan Adelaide	<ul style="list-style-type: none"> • Be aware of and ensure appropriate WHS Roles and Responsibilities Procedures are applied by and adhered to by all our contractors. • Ensure execution and compliance of contractual deliverables and proactively identify, negotiate, and lead the identification of new opportunities to deliver on business objectives. • Ensure performance goals are clear and well understood by the managing contractor. • Influence the optimisation of the metropolitan Field Services team's performance. • Ensure the metropolitan services deliver a high level of customer service, meets KPIs and optimises cost through innovation and improvements. • Measure and report on the effectiveness of the commercial relationship and make recommendation to ensure agreed deliverables are met. • Lead the interface between SA Water, the metropolitan Customer Field Services Managing Contractor arrangement and the Production and Treatment Alliance arrangement. • Advise on governance best practices, responsibilities, risk management and finance.

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Knowledge, skills and experience the role requires

Criteria which will be used for recruitment and selection for this role (maximum of 8):

Foundation Knowledge, Skills, Experience and Qualifications	Essential or Desirable
Tertiary qualifications in appropriate discipline e.g. engineering, science, business management or equivalent proven management experience	Essential
Highly developed leadership and people management capability	Essential
Experience in transitioning business functions into new delivery models	Essential
Experience in water and wastewater network operations and maintenance, including management of safety and risk	Essential
Ability to manage performance to agreed standards	Essential
Ability to develop effective relationships and partnerships across disciplines and business environments	Essential

Who you work with

Key Stakeholder Relationships critical to the success of this role (maximum of 6):

- Adelaide Service Delivery Project team (ASDP)
- Customer Delivery teams
- Asset, Operations & Delivery
- Business Service – Operational Contract team
- People & Safety Group
- Allwater

Special conditions

Does the role have any unique requirements?

- Flexible hours and some after hours as required, some intra and interstate travel (mandatory)

Your PD outlines what the requirements of your role are. The behaviours you demonstrate are equally as important and form part of your PD.

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