

Position Description



Manager Water System Operations

Business Unit: System Operations

Reporting to: Executive Manager System Operations

Position Purpose

Oversee and advise on operational activities and supporting systems to deliver water to customers and the environment within specified quantities, quality parameters, timeframes, cost effectiveness to optimise system yield and drive excellence in safety. This position provides people leadership to a technical team of operators and planners aligning day to day operations with long term strategic operations.

Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. **Senior Leadership:** developing and driving strategic priorities and developing the culture, capability and performance of our people.
4. Oversee the development and implementation of water supply operations plans/programs that ensure the delivery systems is configured and operated so as to meet water quality and quantity needs of customers, stakeholders and regulators.
5. Ensure protocols are current and administered so as to optimise the outcomes to meet the objectives of WaterNSW while balancing the environmental and social impacts.
6. Ensure availability of water assessment models, operation's plans (including flood and drought), monitoring and reporting programs that underpin well informed decision making on system configuration that maximise efficient & continuous delivery of supply.
7. Lead the identification of business improvement strategies for enhanced operational performance and oversee the implementation by other team members

8. Direct operations of water infrastructure during significant events including floods and water quality incidents in line with approved operating protocols to minimise risk to assets and the downstream communities.
9. Maintain and enhance strategic relationships with major customers and stakeholders.
10. Ensure the business unit complies with relevant legal obligations, regulations and standards.

Key Challenges

- Transforming team members' thinking paradigm to one that is focused on commerciality, efficiency, prioritising value add activity and eliminating waste.
- Need to prioritise operation activities between medium and long-term needs with day to day demands which requires balancing the customer requirements against regulatory and system yield requirements considering both water quality and quantity.
- Take an innovative approach to procedures to ensure WaterNSW obligations under its operating licences and customer agreements are being met.

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Key Level 3 managers	To ensure the supply of internal services to System Operations Provide advice to other Business Units for optimisation of strategy for regulatory and infrastructure planning

Significant External Relationships

Stakeholder	Purpose of Relationship
Government agencies DPIE, NRAR, MDBA, BOM	To ensure that messaging and presentation to the public is consistent.

Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

WaterNSW Leadership & Performance Competencies

People	Level

Driving Performance	C	<ul style="list-style-type: none"> • Motivates teams by linking individual and team work to the achievement of organisational goals • Capitalises on opportunities to encourage and reward successful performance. • Sets up consistent procedures and communication processes to establish goals, clarify responsibilities, engage team members, leverage their strengths, share feedback, and adjust plans. • Identifies which activities with the biggest strategic impact and which trade offs to make to effectively establish business plans. • Establishes clear measures for team and business unit; monitors performance against these measures to keep performance in control and on track.
Managing Change	C	<ul style="list-style-type: none"> • Leads and engages teams in all aspects of the change process • Provides coaching to employees and teams to manage change effectively • Creates a safe environment in times of change to express views • Understands the need to apply effective change disciplines to achieve business outcomes

Customer	Level	
Collaboration & Engagement With Customers and Stakeholders	C	<ul style="list-style-type: none"> • Proactively builds relationships internally and externally to positively impact the business • Actively engages with customers and stakeholders to understand concerns and leverage opportunities for adding value • Initiates and maintains extensive networks to enable the achievement of business objectives

Business	Level	
Business Acumen	C	<ul style="list-style-type: none"> • Uses in-depth knowledge of key business drivers, regulatory activity and customer requirements to leverage opportunities and minimise threats to business performance • Utilises knowledge and analysis of internal and external business and industry trends, to identify opportunities and trade-offs to be made when formulating and executing business unit plans • Assists others to understand the commercial implications and customer impacts of their contributions • Uses knowledge of other business units plans and drivers to inform own business plans and the identification of opportunities and risks
Planning and Delivering Results	C	<ul style="list-style-type: none"> • Defines and constructs the parameters, processes and resource requirements for successful delivery of initiatives • Develops plans according to stakeholder requirements, and business context • Regularly reviews plans and performance, and revises according to risk or impacts

Mandatory Candidate Requirements

Qualifications:

- Tertiary qualifications in a relevant engineering/science discipline
- Current NSW Drivers Licence

Knowledge:

- Detailed knowledge in managing water supply operations in both normal and abnormal conditions (incident mode).
- Demonstrated knowledge of NSW Water Management legislation.

Experience:

- Experience in strategic planning and operating at a senior management level.
- Proven experience in leading a large, multidisciplinary team with technical skills and knowledge

- Experience in overseeing operational delivery and project delivery, including managing change processes.

Favourable Candidate Requirements

- Demonstrated experience in successfully leading the water operations function in an organisation of the size and nature of WaterNSW.
- Demonstrated knowledge of contemporary trends in water supply operations management.
- Established network with external stakeholders and regulators in NSW water industry.

Pre-Employment Checks Required

- Identification
- Qualifications
- Drivers Licence
- Pre-employment Medical
- Police Check