

Position Description



Regional Manager

Business Unit: Assets

Reporting to Manager Asset Maintenance & Services

Position Purpose

To manage resources across diverse geographical locations to ensure the effective and efficient maintenance, surveillance and operations of water infrastructure assets; and drive excellence in safety.

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. **Leadership:** delivering strategic priorities and developing the culture, capability and performance of our people.
4. Oversee the scheduling, planning and delivery of the maintenance program across the region, aligning resources and including contracts and contractors to deliver the maintenance program effectively and efficiently.
5. Manage the operational activities of diverse geographical teams to deliver optimal services that meet operational and legislative requirements.
6. Manage and maintain effective operational, internal and external relationships and information sharing and compliance with customers, stakeholders and regulatory agreements.
7. Lead and contribute to the knowledge sharing and the ongoing development and upskilling of the maintenance and services staff/teams knowledge across Water NSW to deliver quality and cost effective maintenance services.
8. Manage incidents in accordance with WaterNSW Incident Management Framework and legislative requirements and implement WHS procedures and programs to ensure site activities are compliant and carried out in ways, which safeguard the staff, contractors and members of the public.
9. Prepare and manage regional budget and forecast, monitor, control and report to assess business financial performance, maintenance and cost optimisation and identify continuous improvement initiatives.

Key Challenges

- Achieving and maintaining substantial improvement in safety performance and maintaining high levels of customer service, efficiency and effectiveness
- Transforming team members' thinking paradigm to one that is focused on commerciality, efficiency, prioritising value add activity and eliminating waste.
- Assets are maintained to a level of reliability that allows for the provision of water supply to the required quality and quantity specifications.
- Maintaining effective working relationships with key customers, stakeholders and regulators.
- Supporting the implementation of new technologies that improve maintenance and operations delivery.

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Systems Operations	<ul style="list-style-type: none"> • To ensure onsite operations and maintenance activities are in accordance with Systems ops plans with service delivery to customers
Asset Delivery	<ul style="list-style-type: none"> • To provide site specific local knowledge and logistical support to ensure successful project delivery
Asset Capability	<ul style="list-style-type: none"> • To collaborate in progressive improvement of our maintenance plans and practices
Dam Surveillance & Safety	<ul style="list-style-type: none"> • To ensure that critical dam surveillance and safety field activities are understood and completed on time

Significant External Relationships

Stakeholder	Purpose of Relationship
Nil	

Delegations, Financial Accountabilities & Freedom to Act

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

WaterNSW Leadership & Performance Competencies

Coaching & Developing Others	B	<ul style="list-style-type: none"> • Supports individual development in line with career aspirations and business requirements • Challenges others to achieve their full potential • Actively listens to others • Supports others to establish meaningful goals • Asks questions to create awareness and encourage self-directed problem solving
Driving Performance	B	<ul style="list-style-type: none"> • Ensures the team has the capability and resources required to undertake work effectively • Monitors team's progress in achieving goals; takes action to keep the team on track and recognise achievements • Works with team members to develop SMART goals • Listens to and involves others in team decisions and actions; values and utilises individual differences and talents.
Managing Change	B	<ul style="list-style-type: none"> • Understands risks and opportunities of change and is able to take action to ensure the change is successful • Understands the range of reactions to change and actively manages these • Identifies and addresses stakeholder resistance to change • Communicates key information and wider reasons for change • Gains stakeholder support and generates enthusiasm about change

Customer	Level	
Collaboration and Engagement with customers and stakeholders	B	<ul style="list-style-type: none"> • Builds and maintains relationships with individuals from other work groups to accomplish shared goals • Adapts approach to meet the needs of a broad range of customers and stakeholders

Business	Level	
Safety & Risk Management	C	<ul style="list-style-type: none"> • Uses various sources of information to gain feedback on the effectiveness of risk treatment actions. • Assesses the effectiveness of current policies and practices • Initiates policy and procedure change conversations • Educates and coaches others in understanding and implementing safety behaviour in the workplace
Planning & Delivering Results	B	<ul style="list-style-type: none"> • Manages expectations and accepts accountability for deadlines, budget and outcomes • Delivers consistently to plans and focuses on the achievement of results despite obstacles • Implements quality assurance practices to ensure projects and activities are delivered to required standards. • Initiates action without prompting

Mandatory Candidate Requirements

Qualifications:

- Relevant tertiary qualification in engineering, maintenance related trade and / or relevant work experience
- Current NSW Drivers Licence

Knowledge:

- Knowledge of the legislative and regulatory requirements in which Water NSW operates.
- Knowledge of maintenance strategies and maintenance management systems.

Experience:

- Experience in maintaining and operating water supply infrastructure and asset management systems.
- Demonstrated experience in incident management.
- Experience in developing high performing work teams, building relationships, negotiating, conflict resolution and communicating with all levels.
- Proven experience in delivering works and infrastructure projects within assigned budgets, time and quality parameters.

Favourable Candidate Requirements

- Understanding dam construction and dam characteristics.
- Previous site and operations experience in relation to scheduled maintenance activities.

Pre-Employment Checks Required

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