

EXECUTIVE MANAGER SERVICE DELIVERY – POSITION DESCRIPTION

OUR VALUES & BEHAVIOURS

Proudly United

Value Statements:

We are proudly united as a team, as members of EGW and as members of our community.

We work towards a common goal in a safe, respectful and inclusive workplace.

We celebrate success together.

Enabling Behaviours:

Share information and openly communicate

Understand your role in achieving the common goal and own it

Actively listen and participate

Support and encourage others

Truly Authentic

Value Statements:

We act openly and honestly in everything we do and earn the trust of others by delivering what we promise.

We understand our strengths and our limitations.

We earn respect.

Enabling Behaviours:

Have the courage to do what's right even if it means taking the hard road.

Mean what you say and say what you mean

If you don't know ask!

Passionately Innovative

Value Statements:

In an ever changing world our key to success is innovation and making the most of our resources.

We achieve this by challenging the status quo, collaborating and embracing change.

We value each other's ideas and learn from honest mistakes.

Enabling Behaviours:

Don't be afraid to ask questions and challenge respectfully

Put it on the table

Be curious and have an open mind

Explore opportunities and be willing to accept risk

Embrace change

Openly Accountable

Value Statements:

We take personal responsibility and accountability for our actions and their outcomes.

We have a clear understanding of what is expected of us and act accordingly.

We seek to understand the changing needs of our internal and external customers and respond appropriately.

Enabling Behaviours:

Follow through

Be proactive

Hold self and others accountable, respectfully

Own your actions

Admit mistakes: learn from them & move forward

ABORIGINAL ACKNOWLEDGMENT

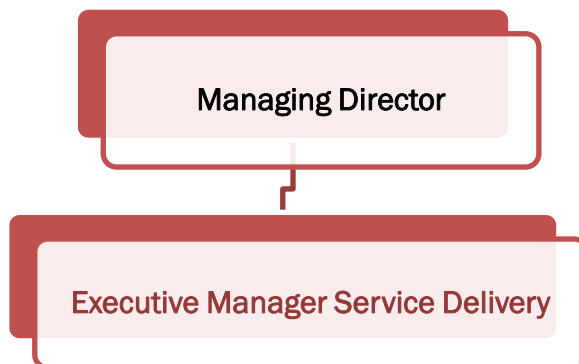
We acknowledge and respect the Gunaikurnai, Bidwell and Ngarigo Monero people as the Traditional Custodians of East Gippsland’s land and waters. We pay our respects to their Elders both past, present and emerging leaders.

We recognise and respect their unique cultural heritage beliefs and intrinsic connection to Country, which continues to be important to them today. We are strongly committed to further developing our relationships and partnerships with Aboriginal and Torres Strait islander peoples, communities and organisations.

POSITION DETAILS

Position Title:	Executive Manager Service Delivery	Effective Date:	February 2024
Department:	Service Delivery	Job Location:	Head Office - Bairnsdale
Reports To:	Managing Director	Supervises:	Manager Technical Operations, Manager Treatment Operations, Manager Network Operations, Manager Systems & Compliance
External Contacts:	Government agencies, councils, consultants, contractors, water corporations and industry peak bodies.		
FTE Classification:	Full time Executive	Position Number:	
Prepared By:	EM People & Culture	Approved By:	Managing Director

ORGANISATIONAL CHART



ABOUT THE ROLE

The Executive Manager Service Delivery is accountable for the provision of strategy, leadership and direction for the Service Delivery department, which has responsibility for drinking water and sewerage services and related quality management systems. The position is responsible for meeting regulatory and customer service obligations through the planned management and optimisation of operational resources and infrastructure.

The Executive Manager Service Delivery will:

- Deliver satisfying customer, community and stakeholder outcomes at all business touch points
- Create business and customer value through innovation and business improvements
- Provide specialist advice to the Managing Director in setting and driving organisational vision and operational strategy
- Translate strategy into actionable goals to achieve compliance, business objectives and service performance outcomes
- Lead service delivery operations and build an inclusive team culture to achieve organisational outcomes
- Lead the development of environment and water quality management systems

The Executive Manager Service Delivery has accountability for the following functions:

- Technical Operations (incl. Water resources, Asset optimisation, Major Customers and trade waste, Odour & Corrosion, Infiltration & Inflow, Unaccounted for Water & Dam safety)
- Environment & Quality (systems and compliance) management
- Emergency management response
- Operation of
 - Water Treatment Plants & Water Recycling Plants (incl. recycled water & biosolids)
 - Water & Sewage Network Field Services
 - Water Resource operation and management
- Delivery of Capital Projects (typically less complex in nature) that improve operational performance

Assets under Management	≈\$860 million
Operational Budgets	≈\$10 million pa
Capital budget	≈\$2 million pa
Direct and indirect reports	≈60

WHAT YOU WILL BE DOING

<p>Environment & Quality</p>	<ul style="list-style-type: none"> • Ensure quality management systems are in place and remain externally ISO or AS/NZS compliant. • Accountable for water quality and environmental management systems. • Management of Drinking Water Quality Risk management processes and systems to achieve high quality drinking water for our customers. • Management of Water Recycling treatment processes and systems to achieve high quality recycled water for our customers and the environment. • Promote and role model safe behaviours in the workplace.
<p>Water and sewerage services</p>	<ul style="list-style-type: none"> • Provide specialist advice and recommendations on strategic direction and policy formulation to achieve safety and service reliability and quality objectives. • Implementing industry best customer service practices. • Utilising knowledge and extensive professional experience to provide leadership to the service delivery function. • Lead multiple functions under varying legislative/regulatory frameworks. • Manage staff and operational functions at multiple sites across East Gippsland. • Ensure a highly developed team understanding of public health and environmental regulation is applied to ensure reliable safe core service delivery.
<p>Strategic Development & Corporate Shaping</p>	<ul style="list-style-type: none"> • Leading a multi-disciplinary team to deliver excellent customer service. • Providing considered strategic advice to ensure the organisation is ahead of challenges and opportunities. • Building relationships and partnerships with a wide range of stakeholders and advocating effectively. • Actively participating in strategic planning, culture development and continuous improvement processes. • Provide organisational leadership in customer service, water quality, safety, environmental management and strategic partnerships. • Develop trusted relationships with regional stakeholders.
<p>Emergency Management</p>	<ul style="list-style-type: none"> • Assist with the development and implement protocols and systems for emergency event management. • Ensure appropriate resources are in place to manage and respond to disruptions to service 24 x 7.
<p>Regulation, Compliance & Risk</p>	<ul style="list-style-type: none"> • Identify emerging business risks and opportunities and implement strategies to enhance business value. • Apply judgment and assess risk in real time during uncertainty so that service functions are always maintained. • Ensure systems are in place to manage compliance with relevant legislation, codes, standards and guidelines.
<p>Stakeholder Management and Direction</p>	<ul style="list-style-type: none"> • Identify customer service needs for a rolling Price Submission process that supports the delivery of sustainable, safe, reliable and affordable services. • Build trusted collaborations and relationships with regional partners to facilitate “Win – Win – Win” outcomes for the business, customers and regional prosperity. • Participate in industry forums, developing skills and capabilities.

	<ul style="list-style-type: none"> Act as the principal contact for the Department of Health and the Environment Protection Authority.
Performance & Transformational Change Management	<ul style="list-style-type: none"> Leading the development of a team culture of high customer service, innovation and collaboration. Role model the organisational values and behaviours. Ensuring the attraction, development, retention and succession of the best people.
Records Management	<ul style="list-style-type: none"> Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at East Gippsland Water in the Corporations Record Management system. Conduct all customer and employee queries in a sensitive and confidential manner, ensuring the privacy of East Gippsland Water employees and customers.

SKILLS, QUALIFICATION & EXPERIENCE

SPECIALIST SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> Asset management planning, implementation and operation particularly in relation to water and wastewater services. Management of works programs and projects ideally within the water industry or other utilities sector. Management of Drinking Water Quality Risk management processes and systems to achieve high quality drinking water for our customers. Management of Water Recycling treatment processes and systems to achieve high quality recycled water for our customers and the environment. 	<ul style="list-style-type: none"> High-level skills and experience in relation to asset life-cycle principles and the of asset management systems. High-level experience in development of complex business cases with clear options assessment and recommendations. Understanding and experience in engineering treatment processes.

LEADERSHIP SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> • Strategic business planning to implement business objectives. • Understanding the water sector regulatory environment. • Exceptional team leadership, relationship building and communication skills. • Ability to manage conflicting priorities within tight timelines in a constantly changing operating environment. • Strong knowledge of workplace health and safety systems and standards associated with the water industry. 	<ul style="list-style-type: none"> • Strong financial skills and business acumen.

INTERPERSONAL SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> • Strong customer service and relationship management skills. • Highest standards of professional ethics. • Ability to set a compelling vision for the team to enable a culture of excellence and innovation. • Values based leadership style to ensure a team spirit of customer service, ethical behaviour and mutual respect. • Ability to role model EGW’s values and behaviours. 	<ul style="list-style-type: none"> • Ability to engage with people in intelligent and professional ways, conducting productive meetings, and managing conflict.

QUALIFICATIONS

Required:	Desirable:
<ul style="list-style-type: none"> • Tertiary qualification in engineering, business or relevant field • Victorian drivers’ licence 	<ul style="list-style-type: none"> • Post-graduate qualifications in business management or technical specialisation

EXPERIENCE

Required:	Desirable:
<ul style="list-style-type: none"> Knowledge and skills gained at senior executive-level relevant to customer service delivery or asset management. 	<ul style="list-style-type: none"> Leadership experience in the water industry, utilities, local government or consulting field.

KEY SELECTION CRITERIA

1. Deep understanding of the water industry, with extensive experience in water operations, asset management, capital delivery, regulatory interface and leadership of a large and diverse workforce
2. Proven strategic, people and leadership skills
3. Demonstrated strong business/financial acumen with proven experience in improving performance of business units
4. A relevant tertiary qualification (engineering, asset management, public health management, environmental management) or related studies and preferably postgraduate studies in business or management
5. Highly effective time management skills combined with the ability to prioritise during times of peak activity
6. Excellent interpersonal skills ensuring the ability to manage people and communicate with individuals at all levels and our customers, stakeholders and external contacts
7. Demonstrated personal initiative, motivation, enthusiasm and resilience, to achieve corporate objectives

ADDITIONAL REQUIREMENTS

Physical Requirements

This position may comprise (but not be limited to) the following activities/hazards:

- Driving.
- Manual handling (Assisting to lift, lower, restrain or move potentially large, awkward objects in varying environmental conditions in emergency response situations. Other manual handling activities should not impose unreasonable expectations on the average person. However, personal judgement of capabilities will be expected and not exceeded.).
- Be able to handle the physical and mental rigors of standby.
- Confined space entry (including breathing apparatus; once trained and competent).
- Operation of plant and equipment, including hand tools (once trained and competent).
- Occasional work with asbestos products (asbestos cement water pipe) and correct use of respiratory equipment including being clean shaven in accordance with relevant safety regulation and compliance code to undertake such work.
- Some work at heights / proximity to openings (personal and engineering control measures provided).
- Accessing work spaces using ladders and steps.

- Some exposure to water treatment chemicals.
- Some exposure to noise (with hearing protection provided).
- Some exposure to sewerage (Hep A, B and ADTET vaccinations provided).
- Some exposure to agricultural chemicals
- Outdoor environment – UV exposure (personal control measures provided).
- Specialized tasks if trained and competent.
- Dealing with the public (exposure to awkward customers).
- Ability to read and understand basic instructions, warnings, signs and labels
- Computer/tablet use.
- Shiftwork (standby for emergency response).
- Personal control measures include the provision and use of all required personal protective equipment and uniform

Employees must be capable of fulfilling the requirements of the position with regard to these activities/hazards and be able to meet any control measures provided in the interests of health and safety. However, reasonable adjustments will be made for persons with disabilities, impairments or cultural considerations unless to do so would impose an unjustifiable hardship, or result in the role not being able to be undertaken in a safe manner.

All employees are required to uphold East Gippsland Water Code of Conduct and Values and Behaviours at all times. All East Gippsland Water employees are Victorian Public Sector employees and are also required to comply with the VPSC Code of Conduct.

APPLICATION PROCESS

- First round interview
- Second round pre-employment checks (Any licenses/WWCC/Police check.
- All final applicants for this position will be asked to consent to a criminal record check. Please note that people with criminal records are not automatically barred from applying for this position. Each application will be considered on its merits.
- Pre-employment medical
- Verbal and written offer

For more information about our career opportunities and our current vacancies, please visit [Careers at East Gippsland Water | East Gippsland Water \(egwater.vic.gov.au\)](https://www.egwater.vic.gov.au/careers).

EGW is committed to an embedding and supporting a culture of inclusion through living our organisational Values and Behaviours, and through the principles identified in the Code of Conduct. EGW also respects an Enterprise Agreement made between the Corporation and its Employees.