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| **Title** | Regulation Analyst |
| **Classification/Grade/Band** | Band 3 Level 2 |
| **Group/Unit/Section** | Water & Sewer / Headworks & Treatment / Compliance Water Systems |
| **Reports to** | Team Leader Regulatory Compliance |

**Vision**

A vibrant organisation doing great things

**Purpose**

To provide valuable services that strengthens and supports the Central Coast Community.

**Values**

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best, Be Positive, and Be Safe. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Regulation Analyst is responsible for developing, coordinating and maintaice and adherening data collection processes, data analysis, preparing performance reports and undertaking investigations associated with the performance and regulation (internal and external) of the Council.

The position of Regulation Analyst is required to provide quality customer service and create value for the community.

**Key Duties and Responsibilities**

* Develop, coordinate, maintain and update data management and reporting systems, including managing the quality control function to ensure systems integrity and accuracy;
* Undertake data analysis and liaise with data providers and stakeholders to contribute to the development of performance measures drive operational improvement and achieve business outcomes;
* Identify, review and respond to changes in regulatory trends and directions that impact of the operations of Water and Sewer;
* Facilitate and audit compliance with regulatory requirements for water and sewer operations;
* Prepare a range of information and reports relating to financial and non-financial performance, as appropriate, to a range of internal and external stakeholders including Council management, Independent Pricing and Regulatory Tribunal (IPART), NSW Environment Protection Authority (EPA), NSW Department of Planning, Industries & Environment (DPIE) – Water, Bureau of Meteorology, NSW Health and other authorities or regulatory bodies;
* Provide specialist input and analysis to Council’s Liquid Trade Waste, Laboratory, Catchment Management, and Water and Wastewater Quality groups;
* Manage specific projects such as customer surveys, investigations relating to regulatory issues, audits to assess the quality of data gathering systems, and other projects as allocated by the Team Leader Compliance;
* Contribute to regulatory pricing and associated processes, including the preparation of pricing submissions and information returns;
* Contribute to the development of performance measures to drive operational improvement and achieve business outcomes;
* Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent’s skills, training and experience;
* Supervise staff or external service providers as required;
* Liaise with key stakeholders to facilitate satisfactory outcomes and promote effective communication.

**Authority and Accountability**

* Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council’s Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
* Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor;
* Decisions affect the work and activities across a major function or a number of Units
* The work of the Regulation Analyst influences the community within a specified service line through the application of technical skill or application of regulatory requirements;
* The Regulation Analyst complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee’s acts or omissions;
* Identifies requirements as an input to budget development;
* Monitor budgetary spending within work area, against pre- determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within work area.

**Personal Attributes**

* Give frank and honest feedback/ advice and seek to listen and understand when ideas are challenged;
* Represent the organisation honestly, ethically and professionally and encourage others to do so;
* Demonstrate a high level of personal motivation, take opportunities to learn new skills, develop strengths and examine and reflect on own performance;
* Support initiatives that create an environment where diversity is valued.

**Interpersonal Skills**

* Write fluently in a range of styles and formats and tailor communication to the audience;
* Identify customer service needs, understand customer perspectives and implement responsive solutions;
* Build cooperation and overcome barriers to information sharing and communication across teams/ units;
* Lead and facilitate productive discussions with staff and stakeholders, encouraging others to talk, share and debate ideas.

**Business Enablers and Technical Skills**

* Provide guidance, coaching and engage staff in change process and recognise cultural barriers that undermine change;
* Use expertise and seek others assistance to achieve work outcomes;
* Ensure current work plans and activities support and are consistent with organisational change initiatives;
* Research and analyse information, identify interrelationships and make recommendations based on relevant evidence;
* Ensure that actions of self and others are focused on achieving organisational outcomes;
* Take account of financial implications and return on investment when planning financial transactions;
* Support compliance with records, information and knowledge management requirements of the organization;
* Be aware of procurement and contract management risks and actions to mitigate these;
* Evaluate progress and identify improvements for future projects.

**Team Work**

* Ensure team objectives achieve business outcomes that align with organisational policies;
* Plan and monitor resource allocation effectively to achieve team objectives.

**QUALIFICATIONS**

**Essential**

* Degree qualification in Engineering, Science, Business, Finance, Economics or a related field, OR demonstrated equivalent qualifications including relevant extensive experience;
* Current Class C Driver’s Licence.

**Desirable**

• Certificate IV in Project Management.

**EXPERIENCE**

* Significant relevant experience in data collection, analysis, interpretation and well-developed report writing skills;
* Well-developed interpersonal, communication and negotiation skills to build and maintain quality relationships with internal and external stakeholders
* Demonstrated experience in the water and wastewater industry, local or state government or other utility, in a regulated environment;
* Sound knowledge of relevant water management, environmental and public health legislation applicable to water utilities and experience in the use of management systems, advice provision and regulatory reporting to facilitate Council’s compliance with these requirements;
* Demonstrated high level computer literacy, including the use of MS Office, spreadsheets and databases.

**Desirable**

* Demonstrated knowledge and understanding of water and wastewater treatment processes and reticulation systems;
* Demonstrated experience working with quality and environmental systems and managing projects.

Key Relationships

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| Internal | External |
| Leadership Team | Community |
| Unit Managers | State and Federal Government Agencies |
| Section Managers | Industry representatives and associations |
| Council employees | Unions |
|  | Vendors |