

# Position Description

## Area Manager - Water Monitoring

**Business Unit: Water & Catchment Protection**

**Reporting to: Manager Water Monitoring**

### Position Purpose

To lead and support a team that delivers Water Monitoring services to meet customer requirements and to recognised standards. Responsible for ensuring the appropriate standards and best practice in collection and dissemination of water monitoring data is implemented and to 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. **People Management:** Lead by managing, planning, coordinating and monitoring the multidisciplinary team to deliver the collection, analysis, verification, management and dissemination of accurate water monitoring data. Develop and implement strategies to ensure team members have the technical capabilities to deliver the required water monitoring products, ensuring accuracy and quality for all stakeholders.
5. **Integrated Water Monitoring:** Lead the continuous improvement of WaterNSW water monitoring services including quality and assurance processes. Ensure water monitoring activities (such as hydrometrics, groundwater and water quality monitoring) are integrated within the water monitoring program for efficient service delivery.
6. **Delivery of Water Monitoring Program:** Delivering as a team by deploying people and resources in the most effective and efficient manner to ensure resources and outcomes are optimised. Ensure that the water monitoring network and associated infrastructure supports the water monitoring program and all instrumentation is fit for purpose, meeting required standards.
7. **Customer Liaison:** Provide water data monitoring information and advice to internal and external customers in accordance with the Information Assurance Framework and provide direction to stakeholders in the development and implementation of NSW legislative requirements involving water monitoring products.

8. **Strategic Planning:** Develop a high performing team able to respond to the various components of the water monitoring program.
9. **Project Management:** Project manage the development and implementation of new water data services, technology and products to meet customer requirements, including the installation of new water monitoring sites and equipment when required.

## Key Challenges

- Developing an integrated water monitoring team comprising of staff with skills from multiple disciplines
- Maintaining effective communications with team members, Water Monitoring peers, and instrumentation staff across a geographically dispersed team.
- Adoption and implementation of WH&S, CI and QA policies / procedures / guidelines in a dynamic and complex workplace.

## Significant Internal Relationships

Stakeholder	Purpose of Relationship
Manager Water Monitoring	<ul style="list-style-type: none"> <li>• Provide advice that influences strategy, business development and decisions made regarding implementation of state-wide water monitoring programs.</li> <li>• Communicate information related to performance against safety, financial, people and operational targets/metrics.</li> </ul>
Water Monitoring Leadership team	<ul style="list-style-type: none"> <li>• Collaborate on business and operational planning to deliver efficiencies in service delivery, share information and resolve problems.</li> <li>• Drive a strong state-wide safety culture, shared leadership, adoption of the WaterNSW values and alignment of purpose within the business unit.</li> </ul>
Client Relationship Manager	<ul style="list-style-type: none"> <li>• Contribute to the scoping, quoting, planning and delivery of water monitoring projects for clients and customers. Report on project progress against milestones and key performance indicators.</li> </ul>

## Significant External Relationships

Stakeholder	Purpose of Relationship
Contractors	Engage and manage the services of contractors where appropriate to ensure the safe, efficient and effective delivery of water monitoring programs and projects.
Clients, customers, stakeholders	Provide relevant water monitoring information and advice, when requested, in accordance with the Information Assurance Framework.

## 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	
Coaching and Developing Others	B	<ul style="list-style-type: none"> <li>Supports individual development in line with career aspirations and business requirements</li> <li>Challenges others to achieve their full potential</li> <li>Actively listens to others</li> <li>Supports others to establish meaningful goals</li> <li>Asks questions to create awareness and encourage self-directed problem solving</li> </ul>
Driving Performance	B	<ul style="list-style-type: none"> <li>Ensures the team has the capability and resources required to undertake work effectively</li> <li>Monitors team's progress in achieving goals; takes action to keep the team on track and recognise achievements</li> <li>Works with team members to develop SMART goals</li> <li>Listens to and involves others in team decisions and actions; values and utilises individual differences and talents.</li> </ul>

Managing Change	B	<ul style="list-style-type: none"> <li>• Understands risks and opportunities of change and is able to take action to ensure the change is successful</li> <li>• Understands the range of reactions to change and actively manages these</li> <li>• Identifies and addresses stakeholder resistance to change</li> <li>• Communicates key information and wider reasons for change</li> <li>• Gains stakeholder support and generates enthusiasm about change</li> </ul>
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Customer	Level	
Collaboration & Engagement with Customers and Stakeholders	B	<ul style="list-style-type: none"> <li>• Builds and maintains relationships with individuals from other work groups to accomplish shared goals</li> <li>• Adapts approach to meet the needs of a broad range of customers and stakeholders</li> </ul>

Business	Level	
Safety & Risk Management	B	<ul style="list-style-type: none"> <li>• Takes immediate and appropriate action to minimise risk and maximise opportunities</li> <li>• Implements and monitors policies, procedures and programs.</li> <li>• Role models safety behaviour</li> <li>• Considers safety and risk in all business decisions</li> </ul>

## Mandatory Candidate Requirements

### Qualifications:

- Tertiary qualifications in science, engineering, hydrography, management or relevant discipline and/or equivalent experience.
- A current Driver's Licence.

**Knowledge:**

- Knowledge of surface water, groundwater and water quality monitoring techniques, issues, trends and technologies.

**Experience:**

- Proven ability to coordinate, motivate and provide direction to a team
- Strong skills in quality assurance for data acquisition and data management

**Favourable Candidate Requirements**

- Project Management and contract management experience
- Demonstrated knowledge of and experience managing water monitoring networks
- Knowledge of relevant legislation and regulations
- Current First Aid Certificate, Boat Licence, and willingness to operate 4WD vehicles.

**Pre-Employment Checks Required**

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