

POSITION DESCRIPTION

1. POSITION DETAILS

Position Title	Maintenance Team Leader
Business or Service Unit	Assets
Position Manager	Regional Manager
Position Location	Hume

2. POSITION PURPOSE

Manage operational resources, equipment and contractors in a region of WaterNSW, so that the surveillance, maintenance and operation of infrastructure assets is undertaken effectively and efficiently in a safe manner, to ensure the delivery of water to customers, stakeholders and regulatory requirements, and put safety first.

3. KEY ACCOUNTABILITIES

- (1) Ensure all activities are undertaken with the safety of people as the number one priority and at all times role model safe behaviour.
- (2) Actively model the WaterNSW Values and Behaviours at all times, developing and driving corporate strategic priorities and developing the culture, capability and performance of our people.
- (3) Manage the efficient and effective implementation of the maintenance program and other service activities including associated site operations across multiple sites, setting of priorities, planning and budgeting, site management and quality control ensuring adherence with regulatory requirements.
- (4) Develop best management practices and implement for the operation and maintenance of the water supply infrastructure.
- (5) Review and report on maintenance and services delivery, facilities management and other activities, using corporate information systems. Ensure that all activities are carried out in adherence to the WaterNSW WHS management system whilst protecting the environment by ensuring operators are trained in a timely manner; develop and review operational procedures and maintenance instructions when required or when circumstances change to ensure the risk to business continuity is effectively managed.
- (6) Lead and contribute to the knowledge sharing and ongoing development and upskilling of staff/teams knowledge across the cluster to deliver quality and cost effective maintenance services.
- (7) Ensure that actions are carried out to safeguard the structures, water supply and community in emergencies (including floods) based on agreed plans, including implementing Flood Management Procedures and Dam Safety Emergency Plans.

- (8) Manage resources, including the efficient and effective utilisation of qualified contractors, to achieve productivity and quality outcomes, and ensure that all employees and contractors are trained and qualified to enable the safe and effective operation of infrastructure, monitoring and maintenance of sites.
- (9) Ensure procurement of goods and services are in accordance with WaterNSW's procurement policies and guidelines within approved financial authorisations using a computer based procurement system, to meet financial responsibilities.

4. SIGNIFICANT EXTERNAL RELATIONSHIPS FOR WHICH THIS POSITION IS THE PRIMARY CONTACT

- All external suppliers for maintenance works.
- Primary contact for site access and operations for external stakeholders e.g. Fisheries, other public sector departments and utilities.

5. AUTHORITY LIMITS

- As per *Standing Delegations* instrument from time to time.

RECRUITMENT GUIDE: MAINTENANCE TEAM LEADER

1. KEY COMPETENCIES

Individual Contributor	Team Leader	Manager	Executive
Decision Making Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.	Decision Making Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.	Strategic Decision Making Obtaining information and identifying key issues and relationships relevant to achieving a long-range goal or vision; committing to a course of action to accomplish a long-range goal or vision after developing alternatives based on logical assumptions, facts, available resources, constraints, and organizational values.	Establishing Strategic Direction Establishing and committing to a long-term business direction based on an analysis of systemic information and consideration of resources, market drivers, and organizational values.
	Developing Others Planning and supporting the development of individuals' skills and abilities so that they can fulfil current or future job/role responsibilities more effectively.	Coaching Providing timely guidance and feedback to help others strengthen specific knowledge/skill areas needed to accomplish a task or solve a problem.	Coaching and Developing Others Providing feedback, instruction, and development guidance to help others excel in their current or future job responsibilities; planning and supporting the development of individual skills and abilities.
Active Learning Demonstrating zeal for new information, knowledge, and experiences; regularly seeking and capitalizing on learning opportunities; quickly assimilating and applying new information.	Selecting Talent Evaluating and selecting internal and external talent to ensure the best match between the individual and the work requirements.	Selecting Talent Evaluating and selecting internal and external talent to ensure the best match between the individual and the work requirements.	Building Organisational Talent Establishing systems and processes to attract, develop, engage, and retain talented individuals; creating a work environment where people can realize their full potential, thus allowing the organization to meet current and future business challenges.
Personal Growth Orientation Actively pursuing development experiences to improve interpersonal and business impact.			
	Delegating responsibility Allocating decision-making authority and/or task responsibility to appropriate others to maximize the organization's and individuals' effectiveness.	Delegating Responsibility Allocating decision-making authority and/or task responsibility to appropriate others to maximize the organization's and individuals' effectiveness.	Empowerment and Delegation Sharing authority and responsibilities with others to move decision making and accountability downward through the organization, enable individuals to stretch their capabilities, and accomplish the business unit's strategic priorities.
	Leading Through Vision and Values Keeping the organization's vision and values at the forefront of associate decision making and action.	Selling the Vision Vividly communicating a compelling view of the future state in a way that helps others understand and feel how business outcomes will be different when the vision and values become a reality.	Selling the Vision Vividly communicating a compelling view of the future state in a way that helps others understand and feel how business outcomes will be different when the vision and values become a reality.
Work Standards Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.	Driving for Results Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.	Driving for Results Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.	Passion for Results Driving high standards for individual, team, and organizational accomplishment; tenaciously working to meet or exceed challenging goals; deriving satisfaction from goal achievement and continuous improvement.
Managing work Effectively managing one's time and resources to ensure that work is completed efficiently.	Planning and Organising Establishing courses of action for self and others to ensure that work is completed efficiently.	Driving Execution Translating strategic priorities into operational reality; aligning communication, accountabilities, resource capabilities, internal processes, and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.	Driving Execution Translating strategic priorities into operational reality; aligning communication, accountabilities, resource capabilities, internal processes, and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.
Adaptability Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.	Facilitating Change Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.	Leading Change Identifying and driving organizational and cultural changes needed to adapt strategically to changing market demands, technology, and internal initiatives; catalyzing new approaches to improve results by transforming organizational culture, systems, or products/services.	Leading Change Identifying and driving organizational and cultural changes needed to adapt strategically to changing market demands, technology, and internal initiatives; catalyzing new approaches to improve results by transforming organizational culture, systems, or products/services.

2. MANDATORY KNOWLEDGE AND QUALIFICATION REQUIREMENTS

- Tertiary qualifications in engineering or extensive trade/operational experience in the maintenance of water infrastructure.
- Current NSW driver's licence.

3. MANDATORY EXPERIENCE

- Demonstrated expertise in the operation and maintenance of water infrastructure.
- Demonstrated experience in prioritising, planning and allocating operational resources.
- Knowledge of WH&S Management Systems and legislation.
- Supervisory experience with ability to provide leadership, develop team work and training to continually improve operational performance.

4. EXPERIENCE THAT WILL BE VIEWED FAVOURABLY BUT IS NOT MANDATORY

- Proven understanding of hydrological processes and natural resource and water supply system management and ability to rapidly learn specific site management requirements.
- Demonstrated expertise in the management of emergency situations.
- Ability to read complex plans and read and produce technical reports.
- Demonstrated and successful application of trade skills.
- Proven supervisory experience with the ability to provide leadership, develop teamwork, and provide training for staff to continuously improve operational performance.
- Successful delivery of jobs and small projects within assigned budgets.
- Demonstrate compliance with legal obligations, adopted standards, internal policies and values including those for safety and environment.
- Experience in managing incidents and events and the ability to make informed decisions based on limited information.
- Demonstrated ability in the use of computer based systems and programs.

5. KEY CHALLENGES

- Ensuring the continuous supply of quality raw water to customers under normal and abnormal operating conditions by identifying operational solutions to water quality and quantity issues.
- Ensuring appropriate quantities of suitable quality raw water are released to the environment on a daily basis, as per regulatory requirements.
- Ensuring dam safety monitoring programs are effectively and efficiently implemented to meet NSW DSC requirements.
- Achieving and maintaining a high level of safety performance and maintaining high levels of customer service, efficiency and effectiveness during a period of significant change.
- Transforming team members' thinking paradigm to one that is focused on commerciality, efficiency, prioritising value add activity and eliminating waste.
- Developing and inculcating the new WaterNSW culture.