**Customer and Community**

**Reporting to Future Readiness Manager**

## Position Purpose

To drive the implementation of our non-urban metering reform project, including documenting business processes and effective solutions, whilst ensuring that WaterNSW has clear oversight of its operational responsibilities across the entire end to end process of the new reforms and put safety first.

## 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. Be the subject matter expert in all non-urban metering reform matters so that WaterNSW customers achieve the best outcome.
4. Partner with internal stakeholders to ensure that the reporting requirements of the non-urban metering reform are embedded in the organisation’s BAU reporting capabilities.
5. Work with C&C Business Process Analysts to optimise end to end existing and new processes that are impacted by the non-urban metering reforms so that all stakeholders are supported.
6. Develop change management plans to implement the non-urban metering reforms and partner with impacted teams within WaterNSW to fully understand how the non-urban metering reform can be implemented successfully to deliver optimal outcomes for customers.
7. Build and maintain sustainable relationships with teams within WaterNSW that are impacted by non-urban metering reforms to enable efficient collaboration when designing and implementing business change.
8. Ensure business processes are implemented and adopted to ensure that usage at the meter is the same as billed usage and that customer water accounts are accurate.
9. Collate, analyse and provide data to identify key risk areas with the assistance of C&C Business Process Analysts as required.
10. Identify issues before they become problems and to work with key stakeholders to troubleshoot issues as they arise.

## Key Challenges

* Driving change in a complex environment
* Creating buy-in of our people across all levels of staff for the change
* Navigate cultural and organisational roadblocks.
* Transforming team members thinking to one that is focussed on commerciality, efficiency and prioritising value for the customer
* Identifying ways in which to improve business operations in a complex and regulated environment.
* Developing new systems and processes across greenfield activities

## Significant Internal Relationships

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| --- | --- |
| Stakeholder | Purpose of Relationship |
| Leader | * + Receive guidance & provide regular updates on key projects, issues & priorities   + Provide advice & contribute to decision making   + Identify emerging issues/risks, their implications & propose solutions |
| Project team members | * + Provide input to broader team discussions   + Provide key insights and options to facilitate peer decision making.   + Lead discovery and process review process.   + Collaboration to gain advice and support from specialists where appropriate i.e. HR, IR, change, coms, recruitment |
| Peers | * + Communicate effectively and regularly to ensure holistic business solutions are delivered and change impacts are effectively managed. |
| Customer & Community | * + Support broader C&C colleagues throughout the change process. |

## Delegations, Financial Accountabilities & Freedom to Act

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

## WaterNSW Leadership & Performance Competencies

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| --- | --- | --- |
| People | Level |  |
| Managing Change | B | * 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 |
| Communicating with influence | C | * Generates interest in complex ideas and concepts * Builds support by taking the time to educate and consult others * Uses storytelling effectively to meaningfully convey key messages |
| Driving Performance | B | * 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. |

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| Customer | Level |  |
| Customer and Service Responsiveness | C | * Actively seeks information to understand customer circumstances, problems, expectations, and needs * Identifies breakdowns in internal processes and systems that directly impact on the customer experience * Develops processes and procedures which provide proactive, responsive and relevant service and solutions to customers. |

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| --- | --- | --- |
| Business | Level |  |
| Business Acumen | B | * Uses a detailed understanding of the business functions and customer requirements to identify and act on opportunities and make trade offs where necessary * Considers how activities in own team and business unit impact on the operations of other teams and business units * Clearly defines performance metrics for individual and team to drive strategic direction and operational performance. |
| Planning and Delivering Results | C | * Defines and constructs the parameters, processes and resource requirements for successful delivery of initiatives * Develops plans according to stakeholder requirements, and business context * Regularly reviews plans and performance, and revises according to risk or impacts |

## Mandatory Candidate Requirements

**Qualifications:**

* Bachelor’s degree in business or change management or relevant equivalent experience.
* Current NSW Drivers Licence

**Knowledge:**

* Knowledge of best practice process re-engineering and continuous improvement tools and practices and how to apply these effectively within the workplace.
* Knowledge of business frameworks and operating models and how to operationalise these frameworks to deliver identified business requirements.
* Strong analytical skills in order to review data to make informed decisions.

**Experience:**

* Demonstrated experience working in organisational change to support the delivery of a new operating model in a complex environment.
* Proven experience in managing an end to end business process across multiple disciplines.
* Demonstrated experience working within a regulatory framework to deliver an efficient and effective service to customers.
* Demonstrated experience influencing a range of stakeholders within a matrixed environment.
* Demonstrated experience of facilitating workshops with stakeholders at all levels of an organisation
* Ability to actively listen to stakeholders
* Advanced experience of objection handling
* Experience of managing projects within complex environments

## Favourable Candidate Requirements

* Knowledge of the water industry, water legislation and industry users in NSW
* Knowledge of the non-urban metering framework
* Experience working within a customer operations function, in any industry, with focus on delivering quality service to customers whilst balancing legislative requirements.

## Pre-Employment Checks Required

* Identification
* Qualifications
* Drivers Licence
* Pre-employment Medical