

## POSITION DESCRIPTION

### 1. POSITION DETAILS

<b>Position Title</b>	Water System Planner
<b>Business or Service Unit</b>	System Operation and Asset Maintenance
<b>Position Manager</b>	Water Systems Operations Support Manager
<b>Position Location</b>	Negotiable

### 2. POSITION PURPOSE

Develop plans and systems that will provide expert advice and enable the most efficient delivery of water to our customers and stakeholders across the state. Design and implementation of water operation plans whilst providing support to area based Systems Operations teams 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) Optimise system operations will regard to water availability whilst minimising supply risk using a variety of specialist skills, tools and systems to achieve these outcomes.
- (3) Continuously build and maintain knowledge of daily system operations, ensuring that customer needs and business performance indicators are met in terms of both quality and quantity and in line with regulatory requirements.
- (4) Develop and deliver documentation, systems, tools and training packages for the Flood Management Framework and in other areas as required.
- (5) Develop and implement protocols to meet the WaterNSW objectives in balancing economic, environmental and social outcomes through in-depth understanding of system behaviour past, present and future.
- (6) Maintain excellent customer relationships and provide internal and external customers with tailored water information promptly and effectively.
- (7) Ensure that key documentation including outage plans, procedures and materials are prepared, approved and available for use.
- (8) Continuously improve the processes and refine operational protocols to provide the efficient delivery of water to customers under normal conditions, flooding and during drought.

- (9) Operate and direct the operations of water infrastructure during significant inflow events (including floods and water quality events) in line with approved operating protocols to minimise risk to assets and the downstream stakeholders and environment.
- (10) Deliver all projects including in a way that is consistent with regulatory obligations while adding value to customers and stakeholders.

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

**5. AUTHORITY LIMITS**

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

# RECRUITMENT GUIDE: WATER SYSTEM PLANNER

## 1. KEY COMPETENCIES

Individual Contributor	Team Leader	Manager	Executive
<b>Decision Making</b> 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.	<b>Decision Making</b> 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.	<b>Strategic Decision Making</b> 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.	<b>Establishing Strategic Direction</b> 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.
	<b>Developing Others</b> Planning and supporting the development of individuals' skills and abilities so that they can fulfil current or future job/role responsibilities more effectively.	<b>Coaching</b> Providing timely guidance and feedback to help others strengthen specific knowledge/skill areas needed to accomplish a task or solve a problem.	<b>Coaching and Developing Others</b> 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.
<b>Active Learning</b> Demonstrating zeal for new information, knowledge, and experiences; regularly seeking and capitalizing on learning opportunities; quickly assimilating and applying new information.	<b>Selecting Talent</b> Evaluating and selecting internal and external talent to ensure the best match between the individual and the work requirements.	<b>Selecting Talent</b> Evaluating and selecting internal and external talent to ensure the best match between the individual and the work requirements.	<b>Building Organisational Talent</b> 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.
<b>Personal Growth Orientation</b> Actively pursuing development experiences to improve interpersonal and business impact.			
	<b>Delegating responsibility</b> Allocating decision-making authority and/or task responsibility to appropriate others to maximize the organization's and individuals' effectiveness.	<b>Delegating Responsibility</b> Allocating decision-making authority and/or task responsibility to appropriate others to maximize the organization's and individuals' effectiveness.	<b>Empowerment and Delegation</b> 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.
	<b>Leading Through Vision and Values</b> Keeping the organization's vision and values at the forefront of associate decision making and action.	<b>Selling the Vision</b> 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.	<b>Selling the Vision</b> 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.
<b>Work Standards</b> 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.	<b>Driving for Results</b> 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.	<b>Driving for Results</b> 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.	<b>Passion for Results</b> 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.
<b>Managing work</b> Effectively managing one's time and resources to ensure that work is completed efficiently.	<b>Planning and Organising</b> Establishing courses of action for self and others to ensure that work is completed efficiently.	<b>Driving Execution</b> 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.	<b>Driving Execution</b> 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.
<b>Adaptability</b> Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.	<b>Facilitating Change</b> 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.	<b>Leading Change</b> 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.	<b>Leading Change</b> 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 relevant engineering discipline or equivalent level of operational experience.
- Proven knowledge and understanding of operations in river or related systems.
- Knowledge and understanding of bulk supply operations for the supply of water to high profile customers within exact, stringent standards.
- Current Australian driver's licence.

## **3. MANDATORY EXPERIENCE**

- Demonstrated ability to implement practical strategies, policies, procedures and tools for water delivery, flood and water quality emergency management.
- Experience in establishing and maintaining excellent relationships with stakeholders, customers and regulators.
- Proven experience in working within a team environment to achieve corporate and business unit objectives and maximise operational performance.
- Experienced communicator, negotiator, problem solver and networker.

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

- Experience with the use of hydrological and/or hydraulic models.
- Knowledge of lake water quality (limnology) and river hydrology.
- Understanding of water treatment processes.
- Knowledge and experience in process improvement.
- Experience or an interest in information technology and assisting with the development of software systems to drive business improvement.

## **5. KEY CHALLENGES**

- Achieve optimal business outcomes during a period of major organisational change and uncertain environmental conditions.
- Embrace and drive change, particularly the implementation of new technology and procedures whilst improving customer and stakeholder satisfaction.
- Minimise water delivery risk exposure by utilising new systems processes to ensure accurate and timely collection, provision and analysis of data and information, whilst achieving substantial efficiencies.