

POSITION DESCRIPTION

1. POSITION DETAILS

Position Title	Water Systems Operations Manager
Business or Service Unit	System Operation
Position Manager	Manager Water System Operations
Position Location	Negotiable

2. POSITION PURPOSE

Manage the operations of water supply systems to ensure the delivery of water to customers and the environment are within specified quantities, quality parameters and timeframes, in a cost effective manner to optimise system yield and drive excellence in safety.

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. Develop and implement appropriate supply system operation plans and protocols to ensure the water delivery service meets water quality and quantity needs of customers, stakeholders and regulators.
4. Develop, manage and apply water resources assessment models and tools including medium term water delivery system configuration plans, supply forecasting and benchmarking to ensure the most efficient allocation of water using best practice.
5. Remotely operate water supply infrastructure or direct Maintenance and Services staff in order to deliver of water to customers and the environment.
6. Liaise with major customers, regulators and stakeholders to optimise delivery of water and meet customer expectations.
7. Manage assigned projects including water delivery portfolio responsibilities across multiple systems to ensure consistency with regulatory requirements and realisation of assigned briefs and plans.
8. Identify opportunities for improved operational performance and continual business improvement strategies, including the documentation of operational procedures to ensure consistency of processes across the state.

9. Actively coordinate the development of team members to ensure a sound understanding of the business drivers, environment, challenges, strategies and improvement actions.
10. Devise practical strategies, policies, procedures and tools for to ensure optimised water delivery, flood and emergency management.

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 SYSTEMS OPERATIONS MANAGER

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.

6. MANDATORY KNOWLEDGE AND QUALIFICATION REQUIREMENTS

- Tertiary qualifications in engineering or related field, or equivalent knowledge and experience.
- Proven knowledge and understanding of operations in river or related systems.
- Demonstrated knowledge of NSW Water Management legislation, regulations and policies.

7. MANDATORY EXPERIENCE

- Experience in strategic planning and operating at a management level.
- Experience in establishing and maintaining relationships with stakeholders, customers and regulators.
- Proven experience in leadership, developing teamwork and training staff that continuously improves operational performance.
- Experienced communicator, negotiator, problem solver and networker.
- Experienced in establishing and maintaining relationships with stakeholders, customers and regulators.
- Demonstrated ability to devise practical strategies, policies, procedures and tools for water delivery, flood and emergency management.

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

9. KEY CHALLENGES

- Achieving substantial improvement in 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.
- Negotiate with and balance the needs of diverse customer and stakeholder groups, including customer service committees, major customers, local members, local, State and Federal governments to resolve potential conflicts during a period of uncertain and variable water availability, and legislative and major organisational change.
- Optimise water delivery strategies and activities during a period of industry reform led by the Federal government.
- Manage major step change within the team, particularly the implementation of new technology and procedures whilst maintaining customer and stakeholder satisfaction.
- Minimise water delivery risk exposure by implementing new systems and processes to ensure accurate and timely collection, provision and analysis of data and information, whilst achieving substantial efficiencies.