

Position Description



Maintenance Team Leader

Business Unit: Assets

Reporting to: Regional Manager

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.

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. 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.
5. Develop best management practices and implement for the operation and maintenance of the water supply infrastructure.
6. 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.
7. 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.

8. 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.
9. 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.
10. 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.

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.

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Systems Operations Team	Ensure that water is delivered to customers on time
Dam Safety Team	To ensure Dams are maintained to the standards required
Asset Capability Team	To ensure assets are fit to purpose and operational as required

Project Delivery	Support the project team to deliver quality projects across the regions
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Significant External Relationships

Stakeholder	Purpose of Relationship
Contractors	To manage contractors on site and ensure the safe and quality delivery of outcomes
External Agencies such as Fisheries, Heritage, Environmental, MBDA	To ensure compliance, operations and maintenance is completed within the appropriate guidelines

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 & Developing Others	B	<ul style="list-style-type: none"> Supports individual development in line with career aspirations and business requirements Challenges others to achieve their full potential Actively listens to others Supports others to establish meaningful goals Asks questions to create awareness and encourage self-directed problem solving
Driving Performance	B	<ul style="list-style-type: none"> 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.
Managing Change	A	<ul style="list-style-type: none"> Maintains a positive attitude during times of change Works effectively even when faced with disruption and uncertainty Supports others during times of change

Customer	Level	
Collaboration & Engagement with Customers and Stakeholders	B	<ul style="list-style-type: none"> Builds and maintains relationships with individuals from other work groups to accomplish shared goals Adapts approach to meet the needs of a broad range of customers and stakeholders

Business	Level	
Safety & Risk Management	B	<ul style="list-style-type: none"> Takes immediate and appropriate action to minimise risk and maximise opportunities Implements and monitors policies, procedures and programs. Role models safety behaviour Considers safety and risk in all business decisions
Planning & Delivering Results	B	<ul style="list-style-type: none"> Manages expectations and accepts accountability for deadlines, budget and outcomes Delivers consistently to plans and focuses on the achievement of results despite obstacles Implements quality assurance practices to ensure projects and activities are delivered to required standards. Initiates action without prompting

Mandatory Candidate Requirements

Qualifications:

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

Knowledge:

- Knowledge of WH&S Management Systems and legislation.

Experience:

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

Favourable Candidate Requirements

- 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.
- 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.

Pre-Employment Checks Required

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