

Position Description

Service Improvement Manager



Customer & Community Business Unit

Reporting to Manager Customer Assessment and Approvals

Position Purpose

To lead the improvement of systems, frameworks, standards and tools that support quality customer outputs and mitigate risks. The role will promote and drive a focus on operational excellence and continuous improvement of Assessments and Approvals and excellence in safety.

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. Facilitate and champion projects, particularly with regards to quality assurance, that will enhance WaterNSW customer service provision and mitigate risk, providing advice to ensure resources and support is available to enable the A&A team to succeed.
5. Collaborate with relevant stakeholders to ensure understanding, engagement and relevance for initiatives that will improve Assessments and Approvals work practices and customer outcomes, whilst ensuring WaterNSW meets compliance requirements
6. Identify areas of opportunity to learn from innovations and audits and build on achievements supporting the Assessments and Approvals to leverage technology, increase capability and create efficiencies
7. Manager and continually improve the Assessments and Approvals Capability Framework to ensure currency and maximum utilisation by the team.
8. Develop education and training programs to build a culture that can adapt to quality improvement suggestions, changing systems, processes and regulations whilst maintaining consistency and accuracy
9. Manage the close out of audit recommendations in a timely and accurate manner

10. Lead performance management and insights reporting to support the Assessments and approvals team and influence operational quality improvements to proactively mitigate compliance risk.
11. Work collaboratively with the A&A leadership team, using best practice change management, communicating and coaching strategies, to effectively lead the Service Improvement team and ensure buy-in of our people for new ways of working.
12. Liaise with external agencies to understand and influence relevant policy and regulations.
13. Promote a role model growth mindset and knowledge transfer to support capability uplift within the Water Regulation function improving the overall Customer service and experience at WaterNSW.

Key Challenges

- Driving change in a complex environment
- Transforming team members thinking to one that is focussed on commerciality, efficiency and prioritising value for the customer
- Identifying ways in which to improve Water Regulation operations in a complex and regulated environment and reduces WaterNSW's exposure internal and external risk
- Encouraging a continuous improvement focus for end to end customer services whilst meeting compliance requirements
- Building an understanding for the benefits and use of Quality Assurance amongst key stakeholders

Significant Internal Relationships

Stakeholder	Purpose of Relationship
Legal Team	<ul style="list-style-type: none"> • Receive guidance and provide updates on any key issues
Continuous Improvement	<ul style="list-style-type: none"> • Provide expert advice and input on current issues and best practice solutions

Significant External Relationships

Stakeholder	Purpose of Relationship
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NRAR	<ul style="list-style-type: none"> Collaborate and support strategic decision making on relevant policies and processes
DPIE	<ul style="list-style-type: none"> Collaboration to ensure water sharing rules and principles provide security for both the environment and water users
LRS	<ul style="list-style-type: none"> Provide relevant updates
Industry Groups	<ul style="list-style-type: none"> Represent WaterNSW and provide thought leadership regarding implementing relevant regulatory frameworks

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 and Developing Others	C	<ul style="list-style-type: none"> Builds a safe and open team environment where robust feedback and growth is valued Supports and assists ongoing opportunities for growth and development Has the courage to provide honest, candid development feedback and coaching on an ongoing basis Ensures the team has a robust talent and succession pipeline
Managing Change	B	<ul style="list-style-type: none"> 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

		<ul style="list-style-type: none"> • Identifies and addresses stakeholder resistance to change • Communicates key information and wider reasons for change • Gains stakeholder support and generates enthusiasm about change
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Customer	Level	
Collaboration & Engagement with Customers and Stakeholders	C	<ul style="list-style-type: none"> • Proactively builds relationships internally and externally to positively impact the business • Actively engages with customers and stakeholders to understand concerns and leverage opportunities for adding value • Initiates and maintains extensive networks to enable the achievement of business objectives
Customer & Service Responsiveness	C	<ul style="list-style-type: none"> • 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.

Business	Level	
Planning & Delivering Results	C	<ul style="list-style-type: none"> • Defines and constructs the parameters, processes and resource requirements for successful delivery of initiatives • Develops plans according to stakeholder requirements, and business context

		<ul style="list-style-type: none"> Regularly reviews plans and performance, and revises according to risk or impacts
Continuous Improvement	C	<ul style="list-style-type: none"> Uses data to prioritise improvement opportunities and reduce variance in organisational processes Undertakes improvement projects that cross business unit boundaries to improve the end to end process and customer experience Coaches and supports team members and colleagues on the selection of and use of continuous improvement tools Challenges the status quo to identify improvement or innovation opportunities when appropriate

Technical	Level	
Interpret legislative & Regulatory Frameworks	C	<ul style="list-style-type: none"> Provides specialist advice or recommendations to internal and external customers on multiple and complex legislative and regulatory matters Reviews and communicates legislative, regulatory and policy updates to relevant team members Completes in-depth analysis to resolve complex legislative and regulatory issues, including seeking legal advice where required to achieve customer and WaterNSW outcomes Actively mentors and coaches' others as a SME to share knowledge and expertise for guidance and advice
Administration & Reporting	D	<ul style="list-style-type: none"> Researches, analyses and evaluates complex issues to address and resolve to ensure quality outcomes for stakeholders

		<ul style="list-style-type: none"> • Navigates complex stakeholder needs and updates policies and processes to reflect • Assists with developing solutions to address future opportunities and reduce risk
Technology Adoption	D	<ul style="list-style-type: none"> • Understands the end-to-end system workflows, data structures, and interfaces sufficiently to investigate system problems using root cause analysis and present potential solutions • Champions the use of innovative technologies in the workplace by answering questions and concerns from colleagues about system changes • Actively coaches' and guides others as a SME to share knowledge and expertise in the use of the system and any changes made to the system • Utilises advanced system tools to perform complex technical tasks e.g. report creation, user privilege management, etc.

Mandatory Candidate Requirements

Qualifications:

- Diploma or degree in Business, Continuous Improvement methodologies and techniques, management or relevant equivalent experience
- Current NSW Drivers Licence

Knowledge:

- Advanced knowledge of Service Delivery and Service Management frameworks
- Advanced knowledge of continuous improvement and quality assurance methodologies and techniques

Experience:

- Demonstrated experience in delivering and implementing a Continuous Improvement process and culture program with demonstrable successful outcomes and quantified improvements.

- Proven record of developing, implementing and managing quality assurance programs and procedures including the development and implementation of training.

Favourable Candidate Requirements

- Experience driving continuous improvement activities and programs within a regulated environment

Pre-Employment Checks Required

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